Industrial Security Organization (ISO)

Basic Security Officer Course

Reference Book

Prepared by Industrial Security Training Division (ISTD)

(Version January 2015)

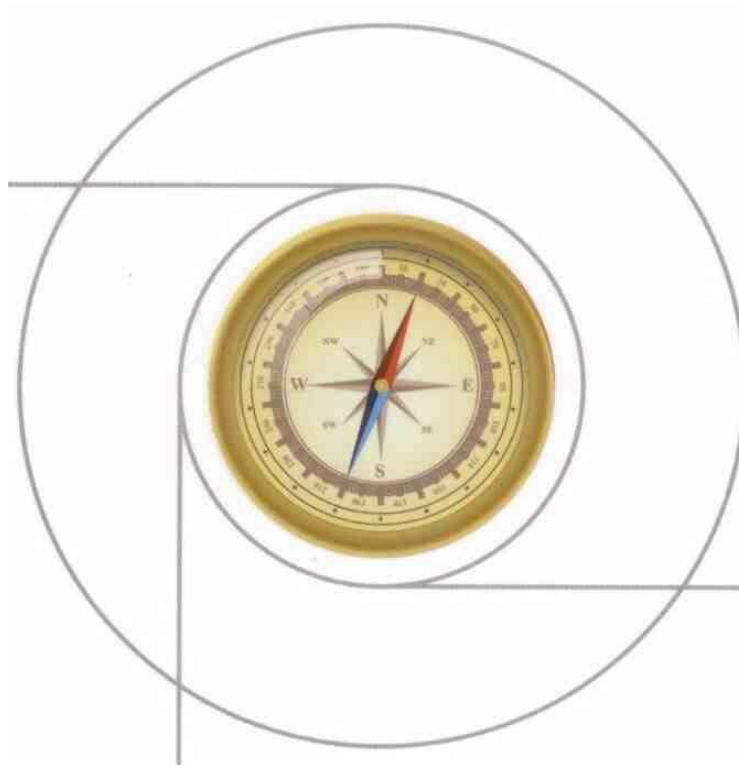# Working and Living Safely

Contents

Lesson 1.1 Saudi Aramco Standards

Saudi Aramco Standards

Objectives

1. The objective of this lesson is to raise awareness among employees about the correct workplace conduct and personal accountability.

2. Security Officers have a part to play in making sure that Saudi Aramco retains its high reputation as one of the world's leading companies.

Learning Outcomes

By the end of this lesson, you will be able to:
1. Understand the correct workplace conduct and personal accountability.
2. Understand how to make sure Saudi Aramco retains its high reputation as one of the world's leading companies.

Assessment Criteria

Student will be evaluated on the following competencies:
- Identify how to apply professionalism in your work.
- State the importance of applying ethical standards.

Saudi Aramco Corporate Values

Saudi Aramco's corporate values are the guiding principles by which the Company achieves success.

Through these values, Saudi Aramco has earned the trust of the Government, the respect of employees, the confidence of customers, the high regard of partners and competitors and the appreciation of the community in which it operates. These values apply to every member of the Saudi Aramco family including Security Officers.

The Values

- Excellence

- Safety

- Accountability

- Integrity

- Citizenship

Excellence

Saudi Aramco strives to achieve the best results and continue to be quick in addressing new challenges:

- Setting challenging goals and rewarding top performance.

- Committed to developing our people.

- Encourage innovation, creativity and diversity of thought.

- Foster teamwork and open communication.

Safety

- Saudi Aramco operates safely and is committed to the well-being of the workforce.

- Safety is everyone's responsibility, when travelling to and from your workplace to conducting your daily duties.

- Security Officers are responsible for the safety of themselves, work colleagues and anyone they deal with.

Accountability

Saudi Aramco and all of its employees take full responsibility for our actions and for meeting corporate objectives:

- Place authority where it belongs.

- If you are the senior person at any incident then you need to take responsibility.

- If you spot a violation you must report it and not wait for others.

- Create value for stakeholders, so if you see or hear of any case of people cheating, you must report it.

Saudi Aramco: Confidential

- Deliver on commitments if you make a promise keep it.

- Seek and provide constructive feedback. Do not criticize your managers or supervisors but if you see how to do things in a better way, you should tell them.

Integrity

Saudi Aramco follows ethical standards in conducting our business:

- Treat everyone with fairness and respect.

- Embrace diversity and accept differences.

- Protect Company assets and information.

- Do not tolerate misconduct.

Respect: You will meet people of many nationalities and many races. It is your duty to treat them all with respect.

What is diversity?

Diversity means understanding that each individual is unique and recognizing our individual differences. This can include race, background/nationality, gender, sexual orientation, social and economic category, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Asset protection: Your duty is to protect and to be seen to protect assets. Do not cause any damage and look after all equipment. As a Security Officer, you must set the highest standards.

Misconduct: If you see individuals or groups of individuals who do not conduct themselves, as they should be then you should report this to your superiors.

Citizenship

Saudi Aramco is a positive influence in our communities and the company wants everyone in KSA to benefit from the resources.

Social responsibility: Social responsibility is an ethical theory that states either an organization or individual has an obligation to act to benefit society. Social responsibility is a duty to maintain a balance between the economy and the ecosystems.

Role models: We will support the local communities wherever we are doing business, both in KSA and throughout the world.

Customers: Our customers remain vital to our success and we must make sure they are treated as we wish to be treated ourselves.

Our System of Moral Standards or Values

- **Conflict of Interest**

- **Financial Integrity**

- **Workplace Harassment and Violence**

- **Fair Practices**

- **Safety Health and the Environment**

- **Safeguarding Assets and Information**

- **Employee Responsibility**

- **Support Services**

Conflict of Interest

Disclosing your Personal Interests

All Saudi Aramco employees must avoid conflicts of interest. Conflicts of interest occur whenever company business decisions could be influenced by your personal involvement in an outside business. Companies, organizations, vendors and individuals that do or seek to do business with the company or are suppliers or subcontractors to vendors who provide contracting services, materials, consultancy, manpower and other goods or services are all examples of outside business:

- **Disclosing Personal Interests**. Make sure you inform your supervisors of any other business interest.

- **Working and Consulting for Outside Businesses**. If you are invited to work for another company, then inform your supervisor.

- **Gifts, Fees and Favors**. Never accept any gifts.

- **Conflict of Interest and Business Ethics Committee**. All cases will be investigated.

Financial Integrity

Saudi Aramco has an excellent reputation for financial integrity (honesty). Financial integrity can be broadly defined as making sure a financial report (accounting report) is correct, consistent, complete and accurate. The company and its employees are careful when it comes to purchasing, selling, accounting and other monetary exchanges or buiness. Customers, employees and communities place their trust in Saudi Aramco and its financial practices. It is your responsibility to make sure everything you do live up to the confidence placed in you by so many people:

- **Theft:** Taking items from work for personal use or to give away is the same as selling them.
- **Bribery**: Being offered money, services or other benefits so that you will act in a manner more favorable to another.
- **False Expenses**: Keep receipts and only claim for genuine expenses.
- **False Invoices**: Never provide inaccurate invoices or add additional false costs.
- **Exaggerating Scopes of Work:** Never over estimate the amount of time it takes to complete a task to gain advantage or to finish early.
- **Cutting Corners:** There will always be pressure to complete tasks on time, do them properly or inform your supervisor you need more time. Do not cut corners.
- **Falsifying Timekeeping:** The time you are paid for working is a Saudi Aramco resource.
- **Favoritism**: Be sure to keep all bidding and selection processes for suppliers fair. Do not be tempted to recommend friends or family.
- **Creative Accounting:** Do not try to hide the theft of money, equipment or other resources.
- **Impersonation and Forgery:** Pretending you are someone else or using somebody else's signature.

Workplace Harassment and Violence

1. Harassment can consist of the use of words or actions that are inappropriate, intimidating or create an unpleasant workplace for others. Workplace harassment occurs when a superior or a co-worker acts in a manner that offends or harms another employee.

   - **Bullying and Intimidation –** this can include verbal, psychological, or physical abuse. Ask the students to identify types of bullying and intimidation:

     o Calling names.

     o Preventing access to opportunities.

     o Asking employees to do irrelevant or unpleasant tasks.

     o Spreading gossip.

     o Making offensive gestures or comments.

- Blaming others for your mistakes.

- Taking credit for someone ele's efforts.

- Making inappropriate comments about someone's race, religion, political affiliation, gender, ethnic background, etc.

- Sharing unwanted emails, messages or jokes.

- Misusing positions of power to make threats.

- **Cyber- Bullying**: Using information and communication technologies, including smart phones, hand held devices and the internet.

- **Misuse of Power**: Never intentionally try to humiliate or demean others. Do not shout at or use bad language to others.

- **Consequence of Workplace Harassment**: Disrespect to co-workers may cause employees to leave their jobs.

- **Dealing with Harassment:** Remember the company forbids anyone to retaliate in any way against an employee for making a complaint of harassment.

Fair Practices

Fair practice is important and requires us to maintain the highest ethical standards in our relationships with each other and those we do business with. The company tries very hard to build a reputation for honesty and fair dealings, both within the Kingdom and on the global stage. Below is the link to Saudi Aramco's Human Resources Online website:

http://hronline.aramco.com

HR Policies and Procedures

Saudi Aramco's most valuable resource is its employees. The skills and experience that these people bring to Saudi Aramco contribute to the company's success. In return, the company makes an enormous investment in its people

Examples of HR policy:

- Money

- Medical

- Government

- Family

- Leave

Saudi Aramco: Confidential

- Travel

- Community

- Safety

- Personal Development

- Business, etc.

Grievance Procedure: There will always be times when employee feels that he or she is being treated unfairly or that the company has not complied with its own policies. In this case, an employee must start the grievance process-

Here is how the process works:

1. **Submit Complaint**: To raise a grievance, complete the forms.

2. **Process Commences**: The procedure is automated and instant.

3. **Mediation Occurs**: Discuss with your department the grievance

4. **Issue Resolved**: Most complaints are settled at an early stage.

5. **Meetings Activated**: If the matter has not been resolved then meetings at different levels will take place.

6. **Decision Reached**: This is the final stage and the Company's decision is final.

Safety, Health and the Environment

Safety is an important part of Saudi Aramco's culture. The company maintains a safety program, both at work and in the community. The company also provides a safe working environment with appropriate safety procedures and policies in place.

Safety

Workplace Safety: Is the responsibility of the company and individuals.

What we can do to improve safety:

- Know where emergency equipment and first aid equipment are located.

- Know what do to in an emergency.

- Know how to care for and use Personal Protective Equipment (PPE).

- Know how to use equipment.

- Maintain good housekeeping and cleanup rules.

Traffic Safety

Obey Saudi traffic rules for, speed limits, safety belts, safe distances, and control emotions, stop sign means stop, obey traffic lights, check your vehicle and be aware of driving conditions

Health and Well-Being

You are the most important person in relation to your health! It is very important you care for yourself and live a healthy lifestyle.

The Environment

Concern for the environment is one of Saudi Aramco's basic responsibilities and a long-standing Company commitment. Efforts are focused on the following areas:

- **Air Quality**: Air monitoring takes place across the Kingdom.

- **Clean Water**: Protection of clean water is one of Saudi Aramco's highest priorities.

- **Waste Management**: The Company Industrial Waste Management Plan makes sure the environment is protected. This Plan has received International recognition.

- **Oil Spill Preparedness**: We must always be prepared for the worst case to happen.

- **Environment & Citizens:** You have to get involved environment protection by learning about recycling where you work and live, buying items made from recycled materials, reuse plastic bags and take care of water and energy.

Environment Protection Oil Spill Team

Safeguarding Assets and Information

With billions of dollars' worth of assets, Saudi Aramco is one of the largest companies in the world. The company owns a wide range of real assets such as land, buildings, rigs, heavy equipment, vehicles, office equipment, tools and community facilities.

Physical Assets: Start in your own workplace and make sure everything is secure, lock drawers and make sure all locations are secure. Also, remember not to waste or misuse assets. If you are responsible for a vehicle, tools or other equipment, make sure it remains in good condition.

Confidential Information: Everyone must protect any sensitive company information to which you have access. Do not leave documents where others can see them.

Intellectual Property: We need to protect the ideas, discoveries, industrial designs, inventions and patents that make Saudi Aramco competitive and successful in everything it does. Intellectual property includes trade secrets such as processes, methods and techniques.

Employee Responsibility

As employees of Saudi Aramco, we all have the responsibility to do the very best we can in our work. It is our duty to look after the Company's interests in addition to those of its customers and its employees. There are several simple practices we all can adopt to be more responsible, efficient and professional employees.

Business Etiquette (Customs): A simple set of polite practices all of us should use every day:

- Be courteous to all coworkers and customers.

- Adopt businesslike manners and good teamwork.

- Encourage team-building behavior and avoid conflict.

- Effective use of time.

- Keep your promises.

- Be pleasant.

- Be on time.

- Have a 'can do' attitude.

- Avoid doing any harmful acts— just because everyone else is doing it does not make it right.

- Avoid gossip.

Communication

The exchange of ideas with others and the skill of negotiating effectively help to prevent problems from becoming serious.

Meetings

Meetings are a good way to share information. Be on time and listen carefully and be prepared to put your ideas forward as well.

Presentations

If you are listening to a presentation, take notes and ask questions as necessary. If giving a brief, make sure you practice before and think carefully about what you are going to say.

Loss-Prevention: Report all incidents and unsafe actions, wherever you see them. Company policy is to conduct business in a way that prevents incidents or accidents that could cause loss of life, bodily injury, illness or damage to property, assets or the environment.

Support Services

Saudi Aramco is committed to preserving the integrity of its business operations as well as providing the necessary services to its employees to support them in all facets of business ethics. These support services provide employees with the necessary information and direction on matters related to business ethics. The company also makes channels of communication available for employees to report business ethics violations and applies policies to protect those who try to fix any misconduct they may encounter.

General Auditor Hotline

Employees at all levels are expected to bring to the attention of the General Auditor any situation which suggests the possibility of violations of any law or regulation applicable to the company's operations, falsification of records or reports, violations of the company's policies and any other irregularities, including fraud, theft and matters relating to conflicts of interest of which they have knowledge.

General Auditors Hotline 013-874-3333

FAX 03-873-7775

Email: generalauditor.hotline@aramco.com

Online: http://myhome.aramco.com.sa/irj/portal/eHotline

Non-Retaliation Policy

Any person who retaliates against an individual for reporting or participating in an investigation of illegal or improper activity will be subject to disciplinary action

E-Learning

There are a number of courses available online that are relevant to ethics.

- Company Values and Ethics
- Conflict of Interest
- Business Ethics for Managers

Main Health Education Program's website provides links to health education resources.

https://sharek.aramco.com.sa/orgs/30002970/Pages/Main_HealthEducation.aspx

Promoting health and wellness, and educating our community on the importance of **disease prevention** and **early treatment** is a cornerstone of healthcare. Find out what we have to offer **each month** in a variety of formats to **suit your needs. Being informed** helps us make **better choices**.

Summary

1. Conducting business in an ethical manner is important to the way Saudi Aramco conducts itself.
2. As a Security Officer, you will be playing a very important part in this initiative and it is the standards you set that will be used throughout your career.

Lesson 1.2 Roles and Responsibilities of a Security Officer

Roles and Responsibilities of a Security Officer

Objective

The objective of this lesson is to familiarize the new Security Officer with the industry and to identify their role within it.

Learning Outcomes

By the end of the lesson, you will be able to:

1. Know the roles and responsibilities of Industrial Security Officer.

Assessment Criteria:

Student will be evaluated on the following competencies:

*   Identify the main responsibilities of a Security Officer.
*   Identify the purpose of assignment instructions.
*   List the items of equipment needed when on duty.
*   Define the term confidentiality within the context of a Security Officer's responsibilities.
*   Identify the purpose of control rooms.

Introduction

1. As a professional Security Officer, your most important task is the protection of people and assets. Assets are anything that belongs to Saudi Aramco.

2. A professional is the result of combining three(3) things, Knowledge Skills and Attitude
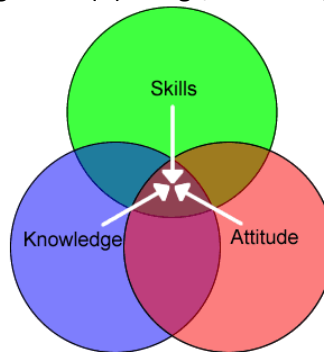
3. During the Basic Security Officer Course, you will be given the knowledge. During your On Job Training (OJT) and through experience you will gain the skills. Your attitude is very important for you to really be a successful and professional Security Officer.

4. The modern Security Officer has many responsibilities. These responsibilities will vary according to the type of facility you are protecting. For example, a Security Officer in an office building will have a different role from a Security Officer on a large offshore production platform. It is therefore important to remember that successful completion of the Basic Security Officer Course is not the end of learning. Learning will continue through OJT and as you gain practical experience while working. As you progress, remember the **'4 P's'**, which are you are guiding principles.

5.   The Security Officer's main objective is to follow the 4P's:

- The **P**rotection of life
- The **P**rotection of property and premises
- The **P**revention of loss and waste
- The **P**revention and deterring of crime.

6.   The most critical things to be protected are:

- **People** – Employees, co-workers, customers and visitors
- **Information** – Physical and digital
- **Assets** – Property that belongs to Saudi Aramco, or is managed by them
- **Reputation** – Public image
- **Environment** – Natural, community

A Saudi Aramco Security Officer

The Mission of Saudi Aramco Industrial Security Organization (ISO) is:

"To maintain protection of the Company's assets and employees and the security of operational facilities, in a highly efficient, transparent and cost effective manner, using the most appropriate workforce and technology in compliance with Government Directives."

Saudi Aramco Industrial Security Creed

Saudi Aramco Security Officers will be required to operate by the Saudi Aramco Security Officer Creed. This Creed is a belief or set of beliefs, that guide a person throughout his personal and professional life. The Industrial Security Creed will guide you to perform your duties in a positive manner. Following the Creed will assure you a successful career and bring credit upon you and Saudi Aramco.

The Creed states the following:

Statement	Meaning/Action
1. I AM A SAUDI ARAMCO SECURITY MAN.	You will protect everything Saudi Aramco owns and the people the company sponsors.
2. I BELIEVE AND TRUST IN ALLAH ABOVE ALL.	a. You are led by Allah as you go through life. b. You trust Allah to show you the way to be a better man.

3. I AM LOYAL TO MY KING AND SAUDI ARAMCO. I SHOW THIS BY DOING WORK TO THE BEST OF MY ABILITY.	a. You will always try to do the best work you know how. b. You will be faithful to Saudi Arabia. c. You will obey the laws of the Kingdom. d. You will enforce regulations justly and equally to all.
4. I AM ALWAYS HONEST.	a. You will never accept money, gifts or favors. b. You will never give money, gifts or favors. c. You will report persons who request or offer you money, gifts or favors in exchange for breaking rules or laws.
5. I USE MY AUTHORITY ONLY TO ENFORCE COMPANY RULES. I NEVER USE IT FOR MY PERSONAL GAIN.	a. It will be difficult to be impartial sometimes. b. Impartiality may lose you a friend sometimes. c. Remember to trust in Allah and yourself. d. Feel good about yourself – it will reflect on your work.
6. I TREAT ALL PERSONS IN THE WAY I WOULD LIKE TO BE TREATED.	a. You will never take sides. b. You will never favor one person over another. c. You will never let personal feelings misguide your actions. d. You will always treat all persons as equal.
7. I TRY HARD TO GET THE RESPECT OF MY FELLOW SECURITY MEN AND OTHER PERSONS I MEET.	1. You will always act only in a positive manner. 2. Your uniform will always be neat, clean and complete. 3. Your work will always reflect your pride in your job. 4. You will always be polite and helpful to all persons.

General Orders

General Orders are a set of strict rules that **Security Officers must learn** and perform their duties according to them.

Statement	Meaning/Action
1. I WILL OBEY THE ORDERS OF MY SUPERVISOR	You may receive verbal or written orders from your supervisor.
2. I WILL REMAIN ALERT WHILE ON DUTY.	a. You will remain wide-awake and watchful until relieved. b. You will use your five senses to detect suspicious things: See – Hear – Smell – Touch – Taste = Use Caution. c. No smoking where it is forbidden. d. No card playing or other games. e. No unauthorized radio broadcast (music or tapes). f. No unauthorized television watching. g. No personal material reading. h. No idle conversations with fellow guards or the public. i. Be prepared for an emergency. j. Know the locations of your communications equipment on post. k. Know how to activate the alarm system and whom to call. l. Know your Post Special Orders; they cover what to do in case of fire, injury, or other special incident. **Respond to any Emergency that may occur on your post:** a. Administer First Aid. b. Identify witnesses. c. Protect the crime or incident scene for investigators. d. Hold criminal suspects until supervisor arrives.

3. I WILL REPORT ANY VIOLATION OF COMPANY POLICY.	You will inform your supervisor, verbally or by telephone/radio.
4. I WILL REPORT ANY INCIDENT NOT COVERED BY INSTRUCTIONS.	Report conditions that may pose danger or harm to persons or assets.
5. I WILL ENSURE THAT MY REPORTS ARE TRUE AND CORRECT.	a. You may report verbally or in writing. b. Your reports will only contain the facts. c. Your reports will be complete, no information is left out.
6. I WILL NEVER KNOWINGLY MAKE A FALSE STATEMENT OR ENTRY IN AN OFFICIAL DOCUMENT.	You will never say or write what you know not to be true.
7. I WILL SAFEGUARD COMPANY AND PRIVATE PROPERTY AND INFORMATION.	a. You will protect company and private property and information from damage, destruction, loss or theft. b. You will safeguard confidential as well as sensitive information. c. You will not repeat rumors and gossip on or off duty.
8. I WILL USE COMMUNICATION EQUIPMENT ONLY AS AUTHORIZED BY COMPANY.	You will use company equipment only for company business.
9. I WILL NEVER LEAVE MY WORK SITE UNLESS AUTHORIZED BY MY SUPERVISOR.	You will never leave your assigned post until it is permitted by your supervisor.

Post Orders

1. These are written by the ISO and are very important documents as they provide the following:

   - Security policy within the company
   - Allows the security officer to carry out their specified duties effectively
   - The rules and procedures relate to the specific security post

2. It is the Security Officer's responsibility to familiarize themselves with these documents.

3. They should be readily available to personnel while on duty. It is the Security Officer's responsibility to familiarize themselves with these instructions and the operational practices that are written.

Post Orders Include:

- Emergency contacts
- Emergency procedures
- Details of premises
- Duty objectives
- Reporting procedures
- Shift patterns
- Reporting for duty times and drills
- Patrol details

- Responses to alarms

- Health and Safety policies/Risk Assessment

- Search procedures

- Access control requirements

- Equipment

- Radio procedures.

There may be other equipment used depending on your post, and most Post Orders will contain additional information.

5. Security Officers may be required to sign an acknowledgement sheet contained within the orders, stating that they have read and understood them. If they have any doubt, they should ask questions until it they clearly understand what is required of them before signing.

6. Post Orders are controlled documents, restricted to a certain number of copies depending on the distribution. Only authorized changes and corrections are permitted.

7. Security Officer's should always read Post Orders at the beginning of their duty to ensure that official corrections are known and understood.

Types of Assignments

- Industrial

- Administrative

- Building

- Maritime

- Aviation

1. Security Officers are normally engaged in a wide range of locations.

2. Many assignments are different and it is essential for Security Officer is to have a clear understanding of the layout of the premises, Post Orders for the site and knowledge of the local vicinity in which they are employed, if they are to perform their duties effectively.

Summary

1. Successful Security Officers have integrity, manage change, and deal with problems effectively.
2. They are aware of their own behavior and how it can determine the outcome of events.
3. They are achievers and able to work on their own to achieve their objectives.
4. With the right attitude and commitment, a career in the Security Industry can be a satisfying and rewarding experience.

Lesson 1.3 Dress Regulations and Personal Equipment

Dress Regulations and Personal Equipment

Objective

The objective of this lesson is to train you on the procedures for ensuring that dress regulations and standards are met and that you know what equipment will be issued to you and how to operate and maintain them properly.

Learning Outcomes

By the end of the lesson, you will be able to:
1. Know the dress standards appropriate to Aramco Security personnel
2. Be able to operate personal issued equipment

Assessment Criteria:

Student will be evaluated on the following competencies:
- Identify dress regulations.
- Adhere to dress standards appropriate to Aramco Security personnel.
- Learn how to maintain personal uniform.
- Identify the basic equipment issued to security personnel.
- Identify when to operate personal equipment.
- Operate personal issued equipment.
- Maintain personal equipment.

Uniform and Safety Equipment

1. Your uniform shows others that you work for the Industrial Security Organization and is a symbol of your authority.
2. As members of Industrial Security, you are the first people that anyone sees as they enter a Saudi Aramco facility.
3. You must always keep your uniform neat, clean and wear it properly along with the safety equipment. You must always present yourself in a professional way and ensure your work surroundings are clean and tidy.
4. This will project your professionalism and may discourage an attack on a facility.

Uniform

- Wear all items that make the uniform complete.
- Center the badge on the cap.
- Center the cap on your head.
- Center the Industrial Security badge over the left shirt pocket.
- Center the name tag over the right shirt pocket

Uniform Standards

- Button all buttons on the shirt.

- Button or zip the pants.

- Tuck the shirt into the pants.

- Line up the shirt seam with the pants seam.

- Hook the whistle to the right shirt pocket flap.

- Attach the whistle chain to the right epaulet.

- Feed the belt through all loops.

- Place the belt buckle on the left side.

- Lace the safety shoes to the top.

- Polish the shoes to a high gloss.

Wear Required Safety Equipment

- Wear all the safety equipment that may be required on your post.

- Adjust the **fluorescent** (bright) vest to fit.

- Adjust the headband on the hard hat.

- Clean the safety glasses.

- Check the gloves for a good fit.

- Tell your supervisor of any item that needs repair or fitting.

Maintaining Your Uniform

- Dry-clean shirts, pants and ties or wash in warm water.

- Press shirts, pants and ties with a cool iron.

- Wipe shoes with a damp cloth.

- Apply black shoe polish.

- Shine shoes with a brush or soft cloth.

- Wipe the belt with a damp cloth.

- Hide scratches with black leather dye.

- Wipe the belt with a clean cloth.

- Brush the cap cloth with a stiff brush.

- Clean the cap visor with a soft cloth.

Personal Equipment

Saudi Aramco gives you certain equipment to help you do your job. The equipment belongs to the company. You should care for the equipment and keep it in good working condition at all times.

Whistle

The whistle is worn on your uniform.

Your whistle may be used to:

- Get attention.
- Control traffic.
- Signal for help.
- Alert people to hazards.

Keep the whistle clean and in good working condition.

Flashlight

Your flashlight is an important tool, so remember
to use and maintain it properly:
- Provide light in dark places.
- When you search a car.
- When you patrol at night.
- Keep the lens clean.
- Change the batteries when the light
  becomes weak.
- Replace burned out bulbs promptly.

Hard Hat

- You must wear your hard hat wherever it is required.
- This includes:
  - Construction areas
  - Plant areas
  - Offshore guard assignments
- Adjust the headband for a proper fit.
- Exchange the hat immediately if it becomes cracked or damaged.

Portable Radio

- Your most important piece of equipment.

- Your lifeline when you need help.

- Keep it turned on while on duty.

- Listen to it at all times.

- Be prompt in answering it.

- Keep your messages very brief.

- Speak slowly and clearly.

- Test it before you go on duty.

- Exchange it immediately when it does not work properly.

- Don't try to fix yourself.

Security Officers Notebook

- Using and maintaining a notebook is one of the most important tasks of a Security Officer.

- Record all information that may become important at a later date.

- Record special instructions on how to do a job or a task that you have been assigned to.

- Notes from the book can help make detailed and accurate reports.

Good Post Housekeeping

To maintain good post housekeeping, Security Officers must always keep their post clean, neat and have all equipment in good working condition.

Summary

1. As Security Officers, the first person anyone sees when visiting Saudi Aramco is the Industrial Security Officer. The first impression of our company is based on what they see in you.

2. If terrorist surveillance were being conducted at your facility, they would rather attack a facility where security looks sloppy.

3. Always be smartly dressed and take pride in your uniform. Always ensure that you look after the equipment that has been issued to you and you know how to use them and when. In addition, remember, a good clean Post with all the equipment in working order should be maintained at all times.

Lesson 1.4 Heartsaver® First Aid CPR AED

American Heart Association®
Learn and Live

Heartsaver ® First Aid CPR AED

Objective

Given Heartsaver® First Aid, CPR and AED workbook, you will learn in this course how to carry out the correct actions of providing First Aid if you are at an incident that involves medical casualties. The training is certified through the American Heart Association.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Administer Heartsaver, First Aid, CPR and AED to the causality until the Emergency Services arrive.

Assessment Criteria:

Student will be evaluated on the following competencies:

- Demonstrate how to respond and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives.
- Demonstrate how to perform Cardio Pulmonary Resuscitation (CPR)
- Perform the treatment for airway obstruction.
- How to control bleeding.
- How to carry out first aid on broken limbs.
- Identify methods to recognize and deal with neck and spinal injuries.
- How to operate Automatic External Defibrillators (AED)
- How to carry out first aid on burns and scalds.

Modules

You will attend a two-day program split into two modules.

Module One

1. You will attend a one day Heartsaver First Aid CPR AED Course. The course is an internationally recognized qualification designed by the American Heart Association.

2. Heartsaver® First Aid CPR AED is a classroom, video-based, instructor-led course that teaches students critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives.

3. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult CPR and AED use.

4.   The American Heart Association website is at: **http://www.heart.org/HEARTORG/**

5.   The Heartsaver Course content will include:
   - First Aid basics
   - Medical emergencies
   - Injury emergencies
   - Environmental emergencies
   - Cardio Pulmonary Resuscitation and Artificial External Defibrillator

Module Two

1.   Module Two consists of a one-day program that will give the student experience in the practical application of the skills taught in Module One.

2.   In addition, the student will be given additional training and practice in subjects specific to the Saudi Aramco Industrial Security Officer such as administering BLS in a hazardous area, unconscious casualties because of a hydrogen sulfide H_2S release and various casualty situations in residential areas.

Summary

1.   You will be taught the necessary skills to enable you to administer to the casualty until the Emergency Services arrive.

2.   These skills will allow you to prevent further injury and possibly save lives.

1.5 Fire Safety

Fire Safety

Objective

Security Officers will be able to identify the main causes of fires, and follow the fire safety procedures for security personnel to assist fire fighters.

Learning Outcomes

By the end of this lesson, you will be able to:
1. Understand the main causes of fires.
2. Understand the main classes of fires.
3. Know the main firefighting equipment available to you.
4. Know the main fire safety procedures security officers must use to assist firefighters.
5. Understand the actions that security officers must carry out when a fire is discovered.

Assessment Criteria:

Student will be evaluated on the following competencies:
- Identify the different methods of fire prevention.
- Identify fire evacuation procedures.
- Identify the agencies to be contacted on the outbreak of fire.

Elements of a Fire

The fire triangle is a simple model for understanding the necessary ingredients for most fires. The triangle illustrates the three elements a fire needs to ignite:

- **Heat**
- **Fuel**
- **Oxygen**

The fire will be prevented or extinguished by removing any one of the elements in the fire triangle. A fire naturally occurs when the elements are present and combined in the right mixture.

Classes of Fire

- **A Class**: SOLIDS: Most common type of fire as this involves the burning of combustibles such as wood, paper, plastics, textiles and furnishings. The fire is fought with WATER

- **B Class**: LIQUIDS: This is a fire that has mainly liquids burning such as diesel, petroleum, chemicals, oils, fats. The fire is fought with FOAM or POWDER

Note: CHEMICAL FIRES HAVE THE ADDED DANGER OF TOXIC GASES BEING RELEASED

- **C Class**: ELECTRICAL: This type of fire is when electrical machinery or components connected to the mains supply are on fire. The fire is fought with CO_2

Note: YOU MUST NEVER USE WATER ON an ELECTRICAL FIRE

- **D Class**: METAL: This type of fire is rare as it involves the melting of metals at extreme heat such as magnesium and aluminum. The fire is fought with WATER

- **K Class**: Class K fires involve unsaturated cooking oils in well-insulated cooking appliances located in commercial kitchens.
    - Fires that involve cooking oils or fats are designated "Class K" under the American system, and "Class F" under the European/Asian/Australian systems.
    - Though such fires are technically a subclass of the flammable liquid/gas class, the special characteristics of these types of fires (the higher flash point) are considered important enough to recognize separately.
    - Water mist can be used to extinguish such fires.
    - Appropriate fire extinguishers may also have hoods over them that help extinguish the fire.

Heat Sources

Without sufficient heat, a fire cannot begin, nor continue. Heat can be removed by the application of a substance (fire extinquishers) which reduces the amount of heat available to the fire reaction.

Examples of heat sources:
- Coal
- Natural gas
- Solar power
- Sun
- Water
- Earth

- Windmills
- Kerosene
- Wood
- Charcoal

Turning off the electricity in an electrical source fire for example, removes the ignition source.

Actions on Discovering a Fire

As per General Instructions, (GI) 1783.001 Fire Reporting Instructions within Saudi Aramco:

- Due to the role of the Industrial Security Officer, you may be the first on the scene or first to raise the alarm.
- If the Fire Alarm has not already sounded, operate the nearest Fire Alarm pull station
- Ensure that, from a safe location, you or someone dials "110" on landline or "998" by mobile and reports the fire.
- Attempt to extinguish the fire with the correct type of Fire Extinguisher, this is only done if it can be done safely and without personal risk
- If the fire is too big to control, close the door of the affected room (do not lock it) and leave the building
- Report to your safe Assembly Area

Security Officer Role and Actions on Discovering a Fire

On the discovery of fire, you must first "Raise the Alarm". When safe to do so you must then call the RSCC by any communication equipment available, and provide:

- Exact location and type of fire (if known).
- Describe the emergency.
- Any persons injured and types of injuries (if known).
- Is the building occupied (if known)?
- Request medical help if needed.
- Your name, badge number, and telephone number.
- Assist people to evacuate the building.

Do not hang up until told to do so by the 110 dispatcher.

- Identify, and request people to provide first aid.

Industrial Security—Evacuation Procedures

On arriving at the scene, a Security Officer shall:

- Redirect all non-emergency vehicles away from the building, it is very important that emergency vehicles can get directly to the fire, if other vehicles are blocking the way the fire could get worse and damage or injury could occur.

- Ensure that all roadways are kept clear of unauthorized (non-emergency) vehicles and pedestrians.

- Keep the routes to the building clear so there are no delays.

- Assist in directing Emergency Services (Fire, Medical, and Security) vehicles and personnel to the scene of the fire. If you know the best or safest way to reach the fire, make sure you tell the emergency services.

- Cordon off the area and conduct crowd control until the emergency has been terminated. People are always interested in seeing what is happening. It is human nature. Make sure personnel are kept at a safe distance away and do not interfere with the emergency services.

- Restrict access to the building to only Emergency personnel (Fire, Medical and Security, no one else should be allowed to enter for any reason.

Actions on Hearing the Fire Alarm

If you are unsure that the fire has been reported, from a safe location, dial "110," (Saudi Aramco only) and give the following information:

- Exact location and type of fire (if known).
- Describe the emergency.
- Any persons injured and types of injuries (if known).
- Your name, badge number, and telephone number.
- Do not hang up until told to do so by the 110 dispatcher.

Fire Extinguisher Operation Procedure

PA.S.S. is the procedure we use when operating any fire extinguisher. Remember; any fire extinguisher is designed to fight small fires only and all have a volume of content that will last around 15 seconds, therefore you must be confident that you have the correct fire extinguisher for the type of fire, and that it is small enough to be stopped with the contents of the fire extinguisher.

Before using any fire extinguisher, ensure it is safe to do so and that you are positioned between the fire and a safe exit point should you need to exit quickly and safely. Never put your life in danger.

P…………………..**Pull** the pin from the fire extinguisher.
A…..………………**Aim** the fire extinguisher nozzle at the base of the fire.
S…..………………**Squeeze** the fire extinguisher trigger to release the content.
S…..………………**Sweep** the nozzle from side to side until the fire is extinguished, or extinguisher is empty.

Note: Do not put yourself in danger while fighting the fire.

Assisting Firefighters

1. Determine what type of fire it is:

    •   Electrical fire

    •   Grease fire

    •   Petroleum base fire

    •   Chemical fire

2. Shut off or stop the supply or source that feeds the fire.

3. Select the correct extinguisher for the type of fire.

Types of Fire Extinguishers

There are various types of fire extinguishers. Selecting the correct one is critical, as the wrong one could make the situation worse and potentially cause injury.

Before putting, the fire out you must determine what type of fire in order to select the correct fire extinguisher. **Only attempt putting out the fire if it is safe to do so.**

Water Fire Extinguishers

Application

- The water cools the burning material.
- You can only use water on solids, like wood or paper.
- You must never use water on electrical fires or burning fat or oil.

Dangers

- The water can conduct electricity back to you.
- Water makes fat or oil fires worse; they can explode when the water hits them.

Foam Fire Extinguishers

Application

- The foam forms a blanket or film on the surface of a burning liquid.
- Conventional foam works well only on some liquids so it is not good for use at home.
- Foam is very effective on most fires except electrical and cooking oil fires.

Dangers

- "Jet" foam can conduct electricity back to you, but "spray" foam is much less likely to do so.
- The foam could spread burning fat or oil.

Dry Powder Fire Extinguishers

Application

- The powder "knocks down" the flames and smothers the fire.
- These are safe to use on most kinds of fire, but the multi-purpose powders are more effective, especially on burning solids.
- Standard powders work well only on burning liquids.

Dangers

- The powder does not cool the fire well.
- Fires which seem out (extinguished)can reignite.
- The powder doesn't penetrate small spaces, like those inside burning equipment.
- The jet could spread burning fat or oil.

CO2 Fire Extinguishers

Application

- CO_2 extinguishers have non-conductive anti-static horns and are suitable for fires involving flammable liquids and electrical hazards.
- CO_2 is harmless to delicate electronics.
- Ideal for modern office environments, all electronic risks, and where oils, spirits solvents and waxes are in use.
- Remember the fire can reignite once initially extinguished if all three elements of a fire remain present.

Fire Hoses

A fire hose is a high-pressure hose used to carry water or other fire retardant to a fire to extinguish it. Outdoors, it is attached either to a fire engine or a fire hydrant. Indoors, it can be permanently attached to a building's standpipe or plumbing system.

Fire Extinguisher Types

Extinguisher		Type of Fire					
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats	Special Notes
(red)	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No	Dangerous if used on 'liquid fires' or live electricity.
(yellow)	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes	Not practical for home use.
(blue)	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No	Safe use up to 1000v.
(black)	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes	Safe on high and low voltages.

Assisting Firefighters at the Scene

As a security officer, you may be first on the scene of a fire.

You will be wearing a uniform and the public will turn to you for guidance. You will have specific tasks that you will need to perform.

These include:

- Stop all traffic to allow the fire engines to reach the scene.

- Keep crowds contained and at a safe distance from the fire.

- Set up barriers or ropes keep people and vehicles out.

- Prepare to brief the fire department fully on the situation when they reach the scene.

- Follow the firefighter's and Supervisor's instructions.

General Advice

- Do not try to extinguish a flammable gas leak fire, instead shut off the fuel supply.

- Do not put yourself at risk while following the above instruction.

- Do not stay at or return to your workplace to collect personal belongings

- Close, but do not lock, any office door as you leave the building.

- Report to your safe Assembly Area.

- Do not re-enter the building until you receive instructions from someone in authority that it is safe to do so.

Fire or any other emergencies could happen at any time without warning. A Fire Drill and Emergency Evacuation is a necessary exercise that Saudi Aramco conducts to ensure readiness and preparedness of the staff in the event of an emergency.

In any emergency, saving lives shall always be the first and foremost priority.

Rescue Teams Should Take Care NOT to Become Victims Themselves

Summary

1. You may be the first person to see the start of a fire and be able to extinguish small fires by using the nearest and correct fire extinguisher.

2. If you assess the fire is too big to extinguish by using the fire extinguisher or you consider your own safety may be put in danger, stay clear of the fire and follow the fire evacuation procedures.

3. Remember; you only have around fifteen (15) seconds of content inside a fire extinguisher to fight a fire. **NEVER PUT YOUR OWN LIFE IN DANGER.**

4. As Industrial Security Officers, it is vital that you understand the causes of fire, the types of firefighting equipment available to you and the procedures for assisting firefighters.

5. This will enable you to prevent fires, help extinguish fires if necessary and assist trained firefighters in your mission to protect Saudi Aramco assets and personnel.

Lesson 1.6 Oil and Gas Industrial Hazards and Hazmat Signs

Oil and Gas Industrial Hazards and Hazmat Signs

Objective

The objective of this unit is to identify HAZMAT signs and labels including the colors and shapes to ensure personnel in Saudi Aramco live and work safely.

Learning Outcomes

By the end of this lesson, you will be able to:
1. Identify the colors and shapes of HAZMAT signs and labels.
2. Describe the information on HAZMAT signs and labels.
3. Identify Saudi Aramco specific HAZCOM signs.

Assessment Criteria:

Student will be evaluated on the following competencies:
- Identify the shapes of HAZMAT signs and labels.
- Identify the colors of HAZMAT signs and labels.
- Identify the meanings of information on HAMAT signs and labels.
- Identify the hazards of hydrocarbon vapors.
- Identify the hazards of Benzene.
- Identify the hazards of Mercaptans (Thiol).
- Identify the hazards of inert gasses.
- Identify the fire hazards of within the oil and gas industry.
- Identify the hazards of industrial containers.

Introduction

Hazardous Materials can be found in all aspects of our daily routine. Everyone knows there are hazardous materials in our refineries, gas plants and workshops, but many people are not aware of the many hazardous materials found in our homes, offices, clinics, grocery stores and even in our schools.

Personnel are usually warned about hazards by visual signs that draw attention to the hazard.

HAZMAT signs provide the information and guidance on how to handle chemicals safely and reduce harmful incidents.
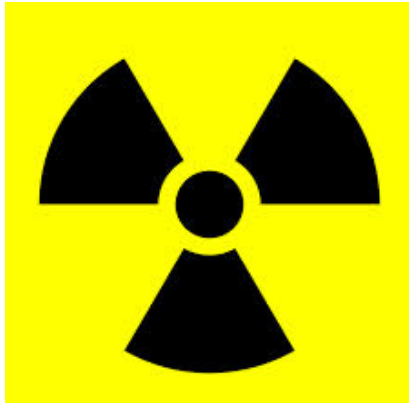
HAZMAT Colors

Four (4) colors are designated as HAZMAT warning colors:

1. **Red (Fire)**
2. **Yellow (Reactivity)**
3. **Blue (Health)**
4. **White (Advice, PPE, Medical)**

Example of a Sign   HAZMAT Label

Color Standard for Hazards

The color standards used for hazard warning signs are:

Color Convention for Hazards

Black and Yellow Stripes

Stripes warn of hazards

1. Stripes are used to draw attention to hazards.

2. Black and yellow stripes mean "**CAUTION**"—the example shown is a "**SAFETY CAUTION**."

Colored Stripes on Pipes

Stripes are used with the warning colors to help you identify the hazards.
- Stripes on the blue sign show the health hazard - **this is not drinking water**.
- Stripes on the green sign show the air is safe.
- Stripes on the red sign warns the danger of steam.
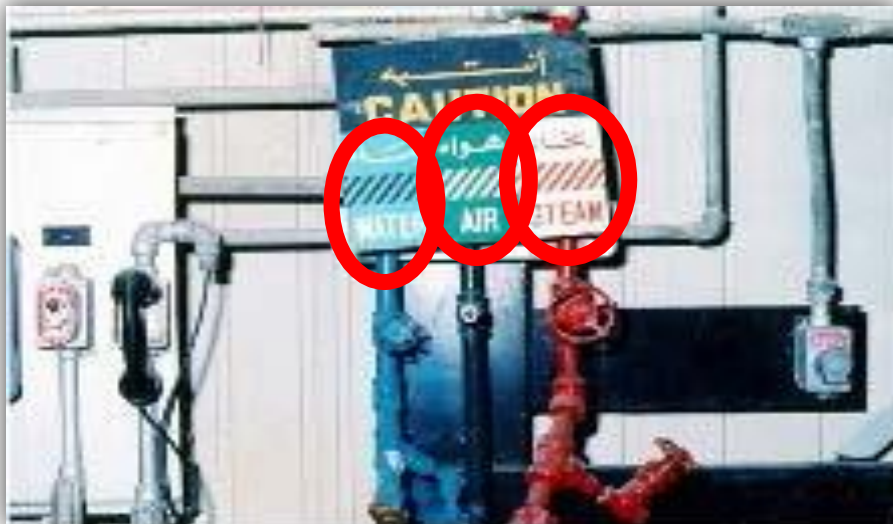
Other Visual Signs

Barriers are painted yellow to alert workers to be cautious as liquid acid may leak from the tank.

Transportation Signs and Labels

Large signs are required by international law on bulk containers before transporting hazardous materials on public roads. Signs must be a diamond shape and a minimum of 30 cm in size.

- All hazardous substances and materials are grouped by the United Nations.
- They are given a specific code for storage and transportation.
- Countries (Saudi Arabia) adopted a standard similar to the U. S. Department of Transportation that is based on the United Nations international requirements and standards.
- This is known as the UN/DOT standard.
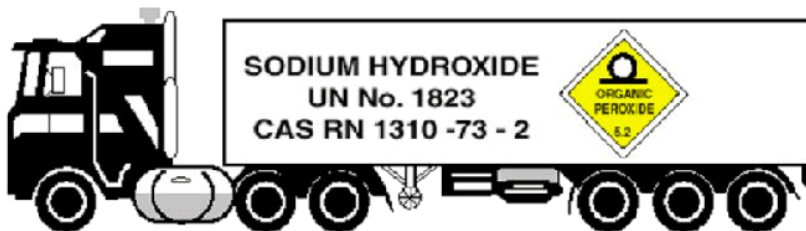
The UN/DOT Standard

UN/DOT/Sign Shapes and Sizes

1. The transportation signs are placed on large vehicles or bulk chemical containers.

2. The signs are **Diamond** shaped, and the sides are 30 cm long.

Container Labels

Labels are used to identify chemical containers and inform people about the contents and hazards.

Types of Labels

There are three types of labels that are **important**:

- **Manufacturers**

- **Transportation**

- **HAZCOM**

Manufacturers Labels

1. The companies that make the products will place labels to the containers when they ship chemicals.

2. The labels identify the material inside the container.

3. Labels will be in various languages, but will always use English to explain the contents – this is a United Nations standard.

Transportation Labels

1. Transportation labels are required by law to be placed on individual chemical containers or shipping packages before transportation between countries.

2. The most common type of transportation labels follows the UN/DOT standard.

HAZCOM Labels

1. The Saudi Aramco HAZMCOM label is specific to Saudi Aramco. HAZCOM means **Hazardous Material Communication (HAZCOM)**

2. HAZCOM labels have basic hazard information for each chemical from the Chemical Hazard Bulletins.

3. HAZMCOM labels must be fixed to all chemical containers larger than one gallon (4 liters).

Potential Hazards

1. Hydrogen Sulfide

1. Hydrogen Sulfide (H_2S) is a deadly substance found in the oil and gas industry.
2. Hydrogen Sulfide is a naturally produced gas.
3. H_2S can be released into the air during the extraction, storage, transport, or processing stage.
4. Hydrogen sulfide may be released into the atmosphere at wellheads, pumps, pipes, separation devices, oil storage tanks, water storage vessels, and during flaring operations (an intentional gas release that is controlled).
5. H_2S is very dangerous due to its toxicity.
6. It is an invisible gas that can lead to **death** if not treated quickly.

Hazards of H$_2$S

- Toxic
- Colorless
- Heavier than air
- Flammable and explosive
- Corrosive and reactive

Who Is at Risk?

Anyone who works or lives around:

- Drilling rigs
- Pipelines
- Refineries
- Gas plants
- Gas-oil separation plants (GOSPs)
- Sewers and wastewater treatment operations

2. Hydrocarbon Vapors

1. Hydrocarbons are carbon and hydrogen with methane, ethane, propane and butane gasses.

2. They are VERY explosive and flammable.

3. Hydrocarbons (like all gases) are heavier than air and sink down into the bottom of ships, confined spaces and on land where the gases will collect in low areas in or around buildings, storage areas or empty areas.

4. They are used in fuels, paints, dry cleaning solutions, lamp oil, oils, rubber cement, paint and spot removers and solvents.

5. Breathing vapors from hydrocarbons can cause serious health problems, including death.
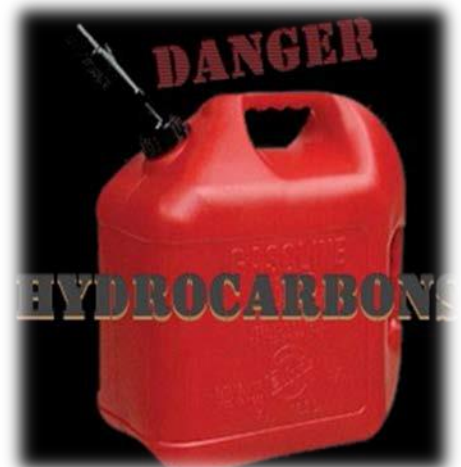
Health Effects of Hydrocarbon Vapors

Health effects caused by exposure to hydrocarbons are:

- Choking and breathing stops (suffocation).
- Unconsciousness (blackouts).
- Cardiac arrest (heart stoppage).

3. Thiol (Mercaptans)

Thiols are often referred to as mercaptans (Mercaptans is a Sulphur-containing a chemical compound)

Thiols are liquids with powerful, unpleasant smells. They are added to natural gas (which is naturally **odorless** or without smell) to assist in the detection of a natural gas leak.

4. Hazards of Industrial Containers

- Storage tanks in refineries and chemical plants contain large volumes of flammable and hazardous chemicals. An accident may lead to a very large property loss, production interruption or injury and death.

- Most storage tanks have restricted means of entry and exit and are not planned to have people nearby.

- Hazards with oil and gas storage tanks include, fire or explosion, choking, poisons, being trapped, falls, hot steam, heat, and electrical shock.

- Security Officers should always be looking out for the potential safety hazards with storage tanks and containers.

5. Hazards of Inert Gases

Inert (Non-Reactive) Gas = Hazards from oxygen deficiency

- Inert gasses are odorless, colorless and tasteless. They are undetectable so they can be more dangerous than hydrogen sulfide (H_2S) which can be detected by the smell.

- The danger with an inert gas where someone is working may cause choking.

- When working where there might be a danger of inert gasses continuous methods to measure the safety of the air must be used.

- It is recommended workers use a portable measuring device attached to the working clothes. This will alert them to the presence of an inert gas and potential danger.

What can Happen?

The effect of inert gasses:
- Lack of oxygen may cause dizziness, headache or speech difficulties
- Confusion
- The victim is not capable of recognizing the symptoms
- Rapid loss of consciousness – with very low oxygen - this can occur within

Other Hazards—General

1. Safety is part of everyday living at Saudi Aramco. It is an important consideration for everyone at work, home, at play or on the streets and highways.

2. Safe practices and procedures are important where the work is sometimes hazardous, involving large machines, heavy tools and physical strength. It is also important at home and play when driving, boating, renovating your home or travelling.

3. Saudi Aramco personnel must work safely to protect themselves, their colleagues, families, equipment, and facilities.

Hazard Awareness

Security Officers are expected to observe things that are out of the unusual. This can be a security issue or a safety concern.

Awareness

1. Security Officers should **OBSERVE** at all times—to ensure that it is safe and secure.

2. If the Security Officer **OBSERVES** a potential hazard,—**STOP** and think what to do.

3. The Security Officer **MUST NOT** rush into a dangerous scene that could cause them harm.
4. **STOP or remove** the danger. This includes stopping people from putting themselves in any danger.
5. **DECIDE** on whether or not there is a potential safety issue that can be prevented. **DECIDE** what to do, who needs help, whether the Security Officer can help them and who to call.
6. **ACT** quickly to prevent any further injury or damage.
7. **REPORT** to the supervisor and write a **REPORT**.

8. It is everyone's responsibility (including Security Officers) to:

    •   Obey policies and procedures.
    •   Report all unsafe acts and conditions.
    •   Be a team member - to assist others in safety compliance.
    •   Offer suggestions that may have a positive impact on safety.

Accidental Release of Hydrogen Sulfide Emergency (H₂S) Action

It is not the duty of the Security Officer to deal with any H₂S leaks, but the Security Officer will be expected to do the following:

•   Evacuate the area immediately.
•   Isolate the hazard area.
•   Keep out unnecessary and unprotected personnel.
•   Evacuate to UPWIND locations.
•   Do not touch damaged containers or spilled product unless wearing appropriate protective equipment.
•   Eliminate all ignition sources.

H₂S Safe Working Practices

1. Hydrogen Sulfide (H_2S) is heavier than air and can collect at the bottom of poorly ventilated spaces.

2. It has a very strong, unpleasant smell but will quickly reduce the sense of smell, so potential victims may not be aware of its presence until it is too late.

News

Saudi Gazette

Refinery leakage kills 1 in Jeddah

Last updated: Tuesday, May 07, 2013 11:35 AM

DHAHRAN — One person has been killed in a gas leakage accident in Saudi Aramco's Jeddah refinery, reported Saudi Press Agency on Monday.

The accident took place during a routine maintenance and that the "limited" leakage was immediately stopped and the accident has not affected the company's operations.

It gave no further details about the incident but said an investigation about the cause of the leakage was underway.

An Aramco official in Jeddah said the leaked gas was poisonous hydrogen sulfide, which also nearly suffocated 11 other employees who were taken to a hospital.

The official confirmed that the refinery works have not been affected by the accident. – Agencies.

How to Protect Against Hydrogen Sulfide

Avoiding exposure to hydrogen sulfide is the best way to protect a person's health.

The following options should be considered:

a. Engineering controls.
b. Administrative controls.
c. Personal protective equipment (PPE).
d. Awareness and training.

Engineering Controls

1. Engineering controls is always the first choice to reduce exposure to hydrogen sulfide.
2. For example, properly ventilating (circulating fresh air) into a work area can maintain H_2S at safe levels.

3. Examples of engineering controls:

    a. Ventilation.

    b. Closing access that can provide H_2S entry into the space.

    c. Air treatment to remove hydrogen sulfide from liquid and gas.

    d. Chemical treatment can be used to remove hydrogen sulfide from crude oil, gas and water streams.

4. Flaring is the controlled burning of gas. This is used by the petroleum industry to remove waste gasses from crude oil.

5. When hydrogen sulfide is burned, another toxic gas, sulfur dioxide, is produced.

Controls—Monitoring Equipment

1. Using personal or area monitoring equipment is recommended. In some cases, fixed-point monitors can be installed and in other areas portable or handheld monitors may be used. This equipment should have audible alarms that will warn workers when H_2S is too high.

2. Many facilities utilize a two level warning system. When the monitoring device detects H_2S, a general alarm is sounded. H_2S is determined by bright blue flashing light plus a continuous ringing bell.

3. One type of warning may be given to alert workers when hydrogen sulfide levels approach acceptable levels or a limit specified by Saudi Aramco. This type of warning may require unnecessary workers to leave the area and essential workers to wear appropriate PPE (SCBA).

4. If levels go even higher, an evacuation warning may be given.

Safe Evacuation Procedures

1. If an evacuation alarm sounds, Security Officers should move **UPWIND** swiftly and if possible, **UPHILL**. Avoid low-lying areas - hydrogen sulfide is heavier than air and will collect in low-lying areas (such as valleys).

2. If you are not wearing a respirator when an evacuation alarm sounds find access to a proper respirator and quickly put it on.

3. Areas with the potential for Hydrogen Sulfide releases will have a visible wind indicator such as a windsock or streamers to help determine wind direction. Maintain an awareness of wind direction and work upwind of potential Hydrogen Sulfide sources whenever possible.

4. These areas should also have more than one escape route to facilitate a safe evacuation. Employees working in Hydrogen Sulfide areas should remain aware of wind direction and escape routes.

5. Evacuating employees must report to a designated area so each person can be accounted for. Assembly Areas should also be set up at least 80 meters away and upwind from Hydrogen Sulfide sites. Assembly Areas will have large signs easily seen by employees.

Safety Tips for Working in H₂S Areas

1. Never work alone in these areas. Use a Buddy System - always know where your buddy is and be aware of your buddy's safety.

2. Hydrogen Sulfide is extremely flammable (flashpoint of 260° C) - Do not smoke in any Hydrogen Sulfide area. H₂S has the potential to cause mass casualties.

3. **STOP** any type of welding or cutting operations.

Hydrogen Sulfide H_2S—Uncontrolled Release

The hazard area extends DOWNWIND and within confined places.

People located within the hazard zones could be subject to serious health issues depending on exposure level and time.

Concentrations Where Human Health Effects Occur

1. Exposure to lower levels of H_2S can result in eye irritation, sore throat, coughing, nausea, shortness of breath, and some fluid in the lungs.

2. The low-level exposure over a longer time period may result in fatigue (tired feeling), headaches, bad moods, poor memory, and dizziness.

100 ppm: This is defined as the maximum amount of H_2S most individuals can be exposed to for up to one hour without experiencing or developing serious health issues and even death.

1,000 ppm: This is the level where one breath could cause death.

The abbreviation for Parts per Million is (PPM)

H_2S – A Flammable Gas

1. H_2S is extremely flammable and explosive

2. **The type of fire extinguisher to use is**: Carbon Dioxide, Dry Chemical Powder, Water Spray or Fog.

3. **Firefighting Instructions:** Extreme caution is required. Evacuate the area and fight the fire from a safe distance or a protected location. Approach the fire from UPWIND to avoid extremely hazardous and toxic gasses.

4. **For fires involving flammable gasses**: Stop the flow of gas before attempting to extinguish the fire.
5. It is extremely dangerous to fight the fire while the gas is flowing.

6. The gas could form an explosive mix with the air and explode.

7. **For large fires in a large area:** Evacuate from fire area and allow the fire to burn.

8. **Avoid** tanks and be aware that flying material from exploding tanks may travel in any direction.

9. **DO NOT enter** without wearing specialized equipment suitable for the situation (PPE). Firefighter's normal protective clothing (Bunker Gear) will not provide adequate protection.

10. Chemical protective clothing (chemical splash suit) and SCBA may be necessary.

Seven Steps to Take during an H_2S Emergency

1. **Step One:** Evacuate immediately when a H_2S alarm indicates that there may be hazardous amounts of H_2S in the building or area. Get to a safe Assembly Area immediately by moving UPWIND or CROSSWIND from the release. Move to higher ground if possible.

2. **Step Two:** Sound the alarm immediately to notify people there is an H_2S release. Call the RSCC, relay any information and request assistance.

3. **Step Three:** Assess the situation—account for all evacuees and always consider other hazards.

4. **Step Six:** Perform First aid, CPR or AED in a safe location.

5. **Step Seven:** Contact the RSCC to send medical assistance. Even if victims revive quickly, there is a possibility the lungs may be damaged.

SCBA

1. All workers who may be exposed to H_2S require training in the use of the proper PPE breathing apparatus called the **"Self-Contained Breathing Apparatus" (SCBA).**

2. SCBA cannot be used without proper training.

The Scott Air Pack is used at Saudi Aramco as a SCBA

Summary

1. It is vital to understand HAZMAT and HAZCOM signs, labels, colors and shapes.

2. Understand HAZMAT and HAZCOM signs, labels, colors and shapes to act in the correct way to avoid injury to personnel or damage to property and assets.

3. Security Officers must be aware of all the hazards and their locations within the facility in order to reduce injuries, fatalities or the possibility of a disaster.

4. Understanding and controlling hazards it presents may be a matter of life and death.

5. Security Officers must be aware of the dangers of H_2S in order to be able to respond in a safe and professional manner.

6. Saudi Aramco put in place all necessary and feasible precautions and measures to protect personnel from the toxic effects of H_2S and to mitigate damage to property and the environment by H_2S.

7. Persons working around oil and gas plants must be trained and drilled in the potential hazards of H_2S and the extensive safety measures in place to reduce the potential for releases, enable rapid detection, and implement immediate response, if a release occurs.

8. Security Officers must remember not to become a casualty and wear appropriate PPE when required and use the buddy system.

Communications and Management

Contents

Lesson 2.1 Leadership and Management

Management and Leadership

Objective

The objective of this lesson is to give you an understanding of the difference between Leadership and Management so you can clearly define the different roles within a team and how each is used in the daily routine of the Industrial Security Organization.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand the difference between leadership and management.
2. Understand the role of the team leader.
3. Understand the role of the manager.

Assessment Criteria:

- Discuss the relationship between leadership and management.
- Describe the role of the team leader.
- Discuss the role of the manager.

What is Leadership?

1. Is it motivation? Motivation is the desire to achieve goals. leadership and motivation are very closely linked:

   - It is difficult to think of a leader who does not motivate others.
   - However, leadership embraces more than motivation.
   - We will study motivation as a separate subject later.

2. Is leadership about motivating people? What about another word — Incentive:

   - Incentive is not the same as motivation.
   - A Security Officer may be enthusiastic about doing something, but the incentive could be a reward – money, promotion.
   - Alternatively, he may be afraid of being disciplined or punished.
   - Fear can also be an incentive.

3. Motivating others is what Leaders **DO:**

   - Creating motivation, perhaps without incentives is what leaders **DO.**
   - As modern Security Officers, we have to motivate our colleagues to **WANT** to do an excellent job. This is even more important as you progress through promotion levels.

Dictionary meanings:

Saudi Aramco: Confidential

- **Leader** *noun* **1** the person in charge of a group of people. **2** someone who is winning. **3** someone whose example is followed. **4** the principal player.
- **Leadership** *noun* **1** being a leader. **2** ability to be a leader. **3** the leaders of a group.

What Is Management?

Some dictionary meanings:

- **Manager** *noun* **1** a person who is in charge of a business or group of people. **2** a person who directs the activity or performance of a group, team or individual.
- **Management** *noun* **1** the process of managing a business or group of people. **2** the people who manage a business.

From this definition, management can be seen as a person in charge of a process, or the process of management itself.

Leadership or Management

1. The two words are not the same; they do not have the same meaning.

2. Leadership is often confused with management:

   - **Leadership** focuses on people, **Management** focuses on things.
   - **Leadership** looks outward, **Management** looks inward.
   - **Leadership** articulates a vision, **Management** executes plans.
   - **Leadership** empowers, **Management** controls.
   - **Leadership** creates the future, **Management** improves the present.
   - **Leadership** trusts and develops, **Management** directs and coordinates.

Difference between Leadership and Management

If the difference between leadership and management is not clear, we can show it by looking at what happens when you have one without the other.

Leadership without Management

- The leader sets a direction or vision that others follow, without considering how the new direction is going to be achieved.

- Other people then have to work hard picking up the pieces and to make the plan work. They have to manage it.

Management without Leadership

- Controls resources to maintain the current situation or ensure things happen according to plans.
- For example, a referee **manages** a sports game, but does not provide **leadership** because there is no new change, no new direction.
- The referee is controlling the players to ensure that the laws of the game are followed.

Summary

1. As you can now see, there is a clear difference between leadership and management.

2. Now that you understand the difference, you can apply both styles to different situations as necessary.

3. This understanding will also help you as you progress through career changes and your advancement within Saudi Aramco.
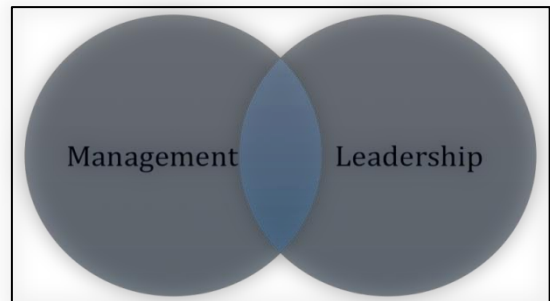
Lesson 2.2 Motivation

Motivation

Objectives:

The objective of this lesson is to give you an understanding of Motivation and how it affects you within a team and how it can affect your performance.

Learning Outcomes:

By the end of this lesson, you will be able to:

1. Understand how to be an effective team leader.

Assessment Criteria:

- **Describe motivation within teams.**
- **Describe examples of poor teamwork.**
- **Describe examples of good teamwork.**
- **Describe team-building methods.**
- **Identify methods to improve team performance.**
- **Explain how to perform as part of a team.**

What is Motivation?

- Motivation is the intention of achieving a goal.
- Motivation may be rooted (embedded) in a person as a basic desire of self-improvement or pleasure.
- Motivation is an inner drive to behave or act in a certain manner.
- It is the difference between going to work and lazing around the house all day.
- These inner conditions such as wishes, desires, and goals, activate you to move in a particular direction and behavior.

Where is Motivation Important?

1. *Teamwork*
   - Humans are sociable and like being around each other. Young people and adults usually like working as a team.
   - Young people do not like doing homework alone designing more team assignments can increase the benefits of teamwork and help weaker students.
   - Teaching someone something is the best way to learn; and students who teach each other will learn better than learning alone.

2. *Fun*
   - Football is fun, exciting, stimulating and highly emotional.
   - Learning experiences should provide as much fun (or at least enjoyment and satisfaction) as possible.
   - Some learning is boring ; can your creativity make it more fun?
   - Work can be fun and should be fun!

3. *Enjoyment of Success*

- Playing a game provides the enjoyment of a constant flow of successes.
- Even the team that loses enjoys some things, for example, a goal, a well completed attack, a great pass.
- Breaking learning into small packages that can be mastered and produces a feeling of success will motivate students.

4. *Active*

- A football game is active.
- It requires both mental and physical activity.

5. *Flexibility and Creativity*

- Football has rules, but the rules have some flexibility.
- A player has a range of choices and strategies for setting up or scoring a goal.
- In training, students learn better when the directions have flexibility.
- They can use some of their own creativity in their work.
- The freedom to be creative and use their own choices will create a greater desire to perform and learn.

6. *Reality Thinking*

- Football connects thoughts with reality
- Every mental decision is worked out physically and the results are seen on the football field.
- This kind of connection is the best way to learn and remember, and it is also fun.

7. *Outside the Classroom*

- Most learning takes place outside the classroom.
- It is important for students to continue learning after class.
- Students should apply ideas in their real lives after they leave class, comparing real-life to classroom can help their learning experiences.

Summary

1. Motivation is something that makes you want or need to carry out a particular task or activity.

2. Every person has different motivational factors although different people can have the same motivational factors.

3. Motivational factors can have a dramatic effect on the performance of the individual and the team.

4. Understanding motivational factors can help us improve both our own performance and that of our team members.

Lesson 2.3 Time Management

Time Management

Objective

The objective of this lesson is to give you an understanding and some effective methods of managing time to enable you to manage your time efficiently.

Learning Outcomes

By the end of this lesson, you will be able to:

- Identify the essentials of time management.
- Prioritize tasks.
- Manage personal time.
- Identify tools to assist time management.
- Describe methods of goal setting.
- Describe the outcomes of poor time management.
- Describe the outcomes of good time management.

The Essential Principles of Time Management

The essential principles of time management that are important to you as Industrial Security Officers are:
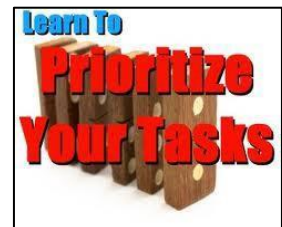
1. Prioritize tasks
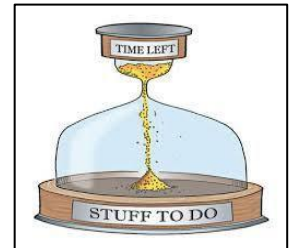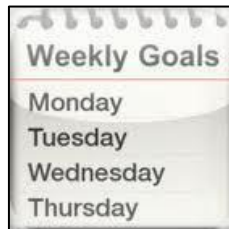
2. Managing time

3. Goal setting

4. Identifying bad time management

5. Identifying good time management
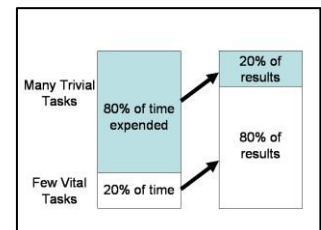
Prioritizing Tasks

We all have many things to do every day in both our personal and work lives.

We must put in place a system or plan so we use our time effectively and to

ensure no time is ever wasted.

Managing Time

One widely used system is in this chart. It has four 'quadrants' or areas:

- Important

- Not important

- Urgent

- Not urgent

Goal Setting

A widely used method for Goal Setting is the **SMART** method you can see to the right.

Each letter has a clear meaning.

Using this method can really improve your time management skills.

Outcomes of Bad Time Management

1. Inefficient Work Flow

- If you do not plan and stick to daily goals, you will be less efficient.

- For example, if you have several different types of tasks to perform, an efficient plan is to complete similar tasks at the same time.

- If you do not you might end up jumping from one type of task to another to meet a fast approaching deadline. This leads to inefficient workflow and low productivity.

2. Wasted Time

- Ignoring distractions that prevent you from completing important tasks.

- For example, unnecessary contact with friends and family during work hours might cause you to lose focus.

- Notify your friends and family that you will not take calls during specified working hours.

3. Missed Deadlines

- If you do not organize your workload and set up a prioritized schedule, you will rush to finish tasks at the last minute.

- Eventually, you will miss a deadline. Failing to meet deadlines is bad. To avoid this, set up a schedule of necessary tasks and stick to it.

4. Poor Quality Work

- If you do not manage your time well, your work quality will suffer.

- By trying to complete tasks at the last minute will sacrifice quality for speed. Avoid this problem by dividing tasks up. Complete a set amount of tasks every day. Leave yourself enough time to check for mistakes and to make last-minute changes before you complete the task.

Outcome of Good Time Management

1. Better Quality of Work

- If you start a task the day before it is actually due:

    o It is likely to be poor quality.

    o You are going to be unprepared and you can expect to make mistakes.

- Good time management works by allowing you to have the time to review your work.

2. Reduced Stress

- Employees with good time management skills have the ability to organize their schedules so they can spend the proper amount of time working on assigned projects.

- A clear schedule for the day removes any doubt of whether there will be time to complete all projects.

- Employees can relax knowing they will not miss vital work deadlines.

3. Improved Morale

- Relaxed employees are less tense than unorganized employees because they are not worried about missing deadlines and risking their jobs.

- A relaxed, organized office atmosphere creates a less tense work environment and employees feel better about coming to work and interacting with their colleagues.

4. Doing Things Faster

- Who does not want to get the day's work done faster?

- Whatever your goal or task is, good time management will help you get things done faster if you apply it correctly.

- This will leave you more time to deal with other issues or challenges.

5. Improved Productivity

- The use of calendars and other time management tools helps employees be more organized.

- Highly organized employees do not have to spend time deciding what task do on next.

- Less wasted time equals higher output, which in turn creates more opportunities.

Summary

1. You are now aware of the essential tools of time management and how to prioritize tasks and manage your personal time.

2. You have identified a tool to assist you with your time management and are aware of the benefits of good time keeping as well as the consequences of bad time keeping.

Lesson 2.4 Communication and Teambuilding

Communication and Teambuilding

Objectives

The objective of this lesson is to teach you the benefits of effective communication, principles of teamwork and give you some examples and methods to use when working within your team.

This will enable you to communicate effectively within your team to ensure that you operate efficiently and effectively, to help eliminate problems caused by poor communication.

Learning Outcomes

By the end of this lesson, you will be able to:
- Communicate effectively within the team.
- Brief the team.

What Is Team Communication?

1. Team Communication is the exchange of information through actions, speech and writing or symbols among a group of people.

2. Frustration, misunderstandings and questions can easily be avoided with proper and effective team communication.

3. Team communication involves effectively communicating so **ALL** team members hear the same message.

The Importance of Effective Team Communication

1. Effective team communication is essential for a healthy and successful team.

2. Good communication creates an environment where **ALL** team members are inspired to reach a common goal.

The Benefits

1. All team members understand the vision and mission.

2. They feel as if they each have a voice.

3. Creates an atmosphere of **unity, safety** and **free expression.**

4. Team members are able to think quickly as a unit and operate smoothly even in a crisis.

Communication Examples Used by Saudi Aramco

Saudi Aramco uses many different types of communication methods at a company level. These include:

- Daily Reports

- GIs

- Pamphlets

- Newsletters

- Website

- Intranet

Briefing Checklist—Before

1. **Choose the right time:**
   - Make sure the briefing is not at a time when everyone is busy or there is something happening.
   - Should it be at the start of the day, the middle or as the shift finishes?

2. **Choose the right place:**
   - Make sure there is enough room for everyone.
   - Make sure it is not too busy or where people may interrupt the briefing.
   - Make sure you have permission to use the area.

3. **Ensure everyone knows the date and time of the briefing:**
   - This can be done by word of mouth.
   - This can be done by email.
   - This can be done by information on a notice board.
   - This can be done by telephone.

4. **Remove any distractions:**
   - Make sure there are no noisy machines or workers.
   - Make sure that there is nothing outside that may distract the attention of the audience.

5. **Organize and decide what you are going to say:**
   - Make sure you know exactly what you are going to say.
   - Keep it simple and to the point and ensure you are clear on the message you wish to communicate.
   - Avoid complicated words.
   - Ensure dates and times are in the correct and agreed format.

6. **Rehearse, Rehearse, Rehearse — (Practice, Practice, Practice)**
   - Rehearse at least three times.
   - If possible, present your brief to someone you trust and who will give you honest feedback.
   - You may feel stupid or embarrassed doing this but it will ensure you do not look stupid in front of your team.

Briefing Checklist—During

1. **Make sure everyone is there before you start:**
    *   Do not start your brief until everyone is there.
    *   People walking in during your brief will upset the flow.

2. **Be clear and avoid confusion:**
    *   Use simple language to avoid confusion.
    *   Repeat dates and times to ensure the audience understand.

3. **Stay on topic:**
    *   Stick to your original brief and do not add or delete things as you go along, it must flow as you intended.
    *   If one of your team ask a questions relating to another subject tell them you will answer the question after the brief has finished.

4. **Answer questions clearly:**
    *   If anyone asks a question then answer it clearly.
    *   If you do not know the answer, then make sure you inform them that you will find out and get the answer to them as soon as the briefing has finished.

5. **Ask if there are any questions:**
    *   Regularly ask if there are any questions to ensure that your team understands what you are communicating.
    *   If there is any doubt then clear the issue there and then to ensure that both you and the team member understand what is being communicated.

6. **Thank your team for listening:**
    *   Make sure you thank the team for listening and tell them that if they have any other questions to ask you as soon as the briefing has finished.

Briefing Checklist—After

1. **Ensure briefing area is cleared when you finish:**
    *   This will ensure that you are able to use the area again.
    *   The area may be a working environment.

2. **Keep a copy of your brief for reference:**
    *   You can refer to it if asked any further questions.
    *   You can keep a record of what you have briefed to your team.
    *   You can use it as a template for further briefings.

3. **Ask team members questions in private to confirm they understood your brief:**
    - They may have been too embarrassed to ask a question during the brief.
    - It will give you further confirmation that you communicated effectively.
    - You can also build on your interpersonal relationships and get to know your team better.

4. **Ask your team for feedback on your brief, both positive and negative:**
    - This will allow you to confirm further that you communicated effectively.
    - It will also strengthen your team bonding as each member feels confident that they can be open and honest with you.

5. **Always try to improve your next brief:**
    - You can use the feedback to improve further briefs.
    - Look for other ways of improving your briefing skills.

What Is a Group of People?

A gathering of persons located together

What Is a Team?

A team can be:

- People sharing one goal

- Reporting to one leader

- Co-operation

- Flexibility
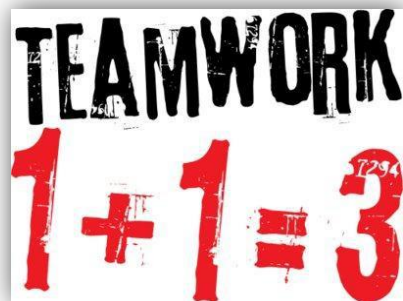
The Difference between a Group and a Team

A **Group** is just a collection of people with something in common, such as being in the same place or having a shared interest.

A **Team** is organized, with specific goals and usually with specific roles for different members of the team.

Here is an example of the difference:

- A group of people walks into an elevator.
- They all have different goals and reasons for being in the elevator.
- The elevator breaks down.
- The group becomes a team when the elevator breaks down.
- Why? Because they now all have the same goal:

    Get out of the elevator!

What Is Teambuilding?

It is the process of building a *good* team - one that performs well together.

Before you can decide the best way to build a team, you should know the difference between a *team* and a *good team*.

In a bad or weak team, shared performance might fall short of what you expect given the good quality of individuals.

So what is a good team? **A team is a group of people who are jointly responsible for achieving a shared goal.**

'A chain is only as strong as the weakest link'.

The Four Stages of Building a Team

Then, we need to know at what stage of development the team is. Why? Because when the team is new, the members do not know how they will react to each other.

Team leaders would have to think carefully how you give instructions because they may be unclear or misunderstood. This is especially true in Aramco, where languages and cultural differences can be barriers.

The team leader must know the role and capabilities of each member. Then, you can start to build your team.

This diagram below shows the **four** stages of growing a team.

What do they mean?

- **Forming** is when the team comes together. They ask '***what is the task***'?
- **Storming** means brainstorming, when the team decides how it will perform the task.
- **Norming** refers to norms, or standards and how the team will reach its own standards. Mutual support start to grow as group unity develops.
- **Performing** is when those stages are complete; the team can now perform and start to work.

PERFORMING

NORMING

STORMING

FORMING
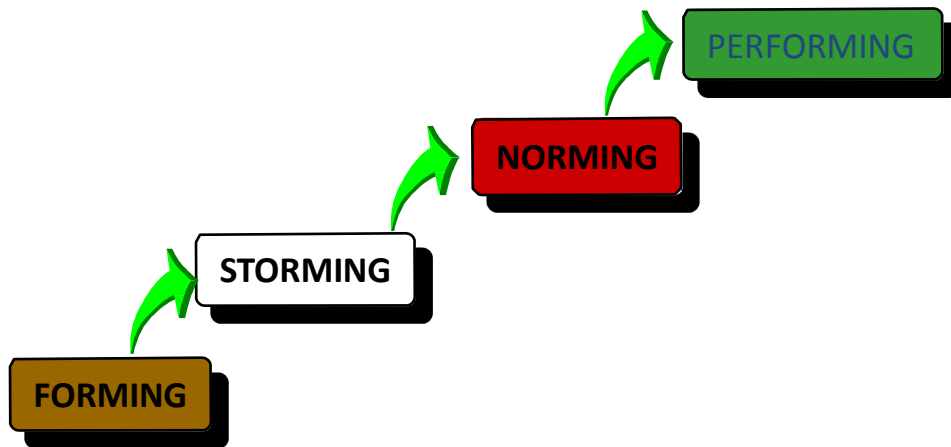
Principles for Teambuilding

1. **Clear Expectations:** Do you have clearly communicated objectives for the team's performance outcomes? Do team members understand why the team was created? Does the organization support the team with resources? Does the work of the team receive sufficient a priority in time, attention and interest by executive leaders?

2. **Context:** Do team members understand why they are in the team. Does the team understand where its work fits in the context of the whole organization?

3. **Commitment:** Do team members want to be on the team? Do they feel the team mission is important? Are they committed to the mission? Do they see their service as valuable to the organization and to their careers? Do they anticipate recognition? Are they excited?

4. **Competence:** Does the team feel it has the right people? Do they have the knowledge and skill required? Does the team feel it has the resources and strategies needed for the mission?

5. **Charter:** Has the team designed its own mission, vision and strategies? Has the team communicated its goals? How it will measure its work? Does the leadership support it?

6. **Control:** Does the team feel it has enough freedom and authorization to accomplish its task? Do team members understand their boundaries? Have financial or time limitations been defined? Has the organization defined the team's authority? Is it to make recommendations, or to implement its plan?
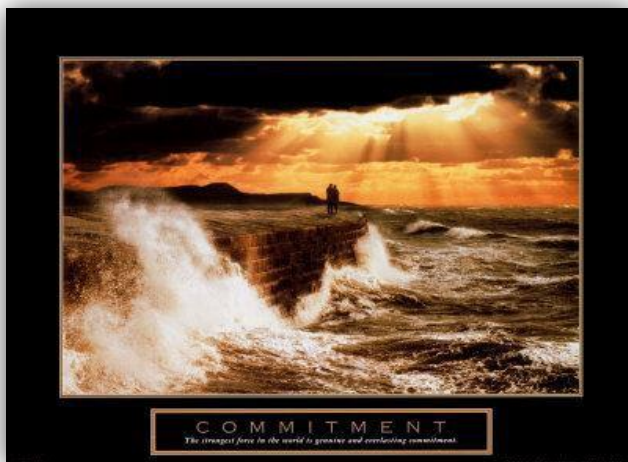
(a Principle of Learning)

Clear Expectations

We need to define explicitly and communicate clearly what we expect all of our students to learn. Descriptive criteria and models of work that meet standards should be publicly displayed.

With visible accomplishment targets to aim toward, students can participate in evaluating their own work and setting goals for their own effort.

7. **Collaboration:** Does the team understand team and group process? Are they working together effectively? Do all team members understand the roles of team members? Can the team approach problem solving and goal setting? Has the team established rules for conflict resolution and consensus decision-making?

8. **Communication:** Is there a method for the teams to give and receive feedback? Does the organization provide information? Do team members communicate with each other?

9. **Creative Innovation:** Does the organization value creative thinkers? Does it reward them? Alternatively, does it reward the people who fit in and maintain the status quo?

10. **Consequences:** Do team members feel responsible for team achievements? Do team members blame each other rather than solve problems? Are there rewards that recognize both team and individuals? Will gains and increased profitability be shared? Can contributors see the impact of organization success?

11. **Coordination:** Are teams coordinated by a central leadership team? Have priorities and resource allocation been planned across departments?

12. **Cultural Change:** Does the organization recognize that the team-based, collaborative, empowering culture of the future is different from the traditional, hierarchical organization? Is the organization planning to change how it rewards, appraises, hires, develops, motivates and manages the people it employs?

Team Dynamics (Changing Aspects)

Team Dynamics are the unseen forces that operate in a team between different people. These can strongly influence how a team reacts or performs.

Five Essential Issues

They are:

- **Who Am I?—Who Are You?**
  - o Team members are individuals first.
  - o Each brings different skills and experiences to the team.
  - o The more self-awareness each member has, the more they can contribute.
  - o The more each team member knows about the others, the better they can use their skills.

- **Who Are We Together?**
  - o This involves relationships and communication.
  - o Individuals are unique in the ways they build relationships and deal with conflict.
  - o When we try to make better relationships, we can do something that weakens the relationship instead of improving it.

- **What Are We Here to Do?**
  - o Think as a team – not individuals!

- **How Are We Going to Do It?**
  - o Different personalities will have different approaches to the work.
  - o Think as a team – not as individuals!

- **How Are We Doing? Or How Did We Do?**
  - o Each team must have some measure of how they are doing, or how they did.
  - o Different persons have different ideas of what is good measurement.

Practical Exercise Examples
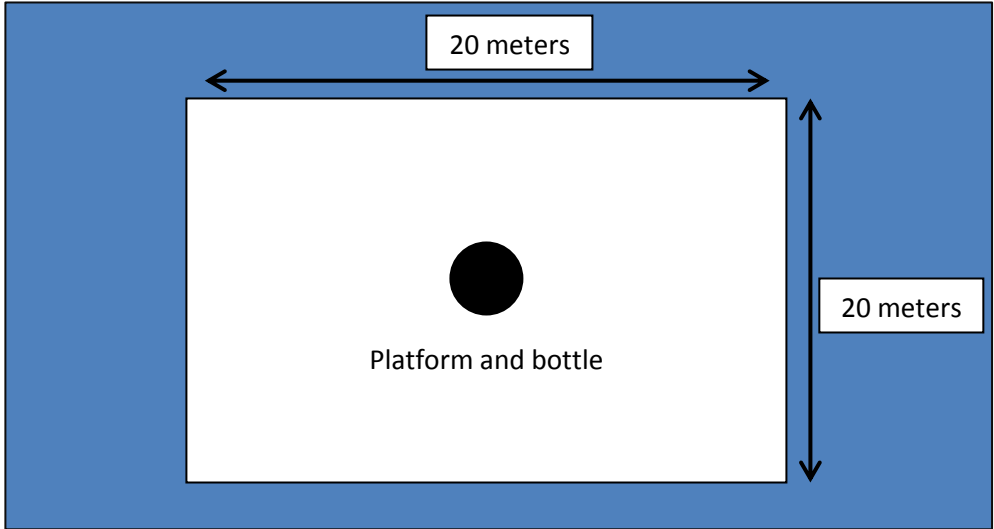
The following pages contain two examples of Practical Exercises.

There are many other Practical Exercises and the two chosen are included in the Student Reference Book to enable you to refresh your memory on the type of Exercise and the format of the Team Briefing Sheet.

Unit 3.4 Teambuilding Practical Exercise – Bottle and Rope

Team Briefing Sheet

Aim	• The aim of this task is to recover the bottle of water on the platform within the taped area and place it outside the taped area without the bottle, personnel or any equipment touching the ground inside the taped area.
Rules	• Only the equipment available here may be used. • No equipment or personnel may touch the ground inside the taped area.
Penalties	• If the bottle, any equipment or personnel should touch the ground within the taped area, the task will commence again from the start position.
Equipment	• 1 x rope, 80 meters in length • Several other pieces of smaller lengths of rope • 1 x 50 gallon drum • 1 x ladder • 1 x large plastic bottle • 1 x platform • Mine tape

Do you have any questions?

You have 30 minutes to make a plan complete the task. Your time begins now.

Unit 3.4 Teambuilding Practical Exercise - Space Maze
Team Briefing

Aim	• The aim of this task is to move your team safely through the maze in the shortest possible time.
	• The maze consists of a number of squares within a matrix (7 squares by 7 squares) and is approximately four meters square in area.
	• It will be clearly marked on the floor with a start and finish line.
	• There is only one safe route surrounded by forbidden squares.
	• If you step into a forbidden square this will be indicated by the assessor and the whole team must return to the start.
Rules	• Team members can move to any adjacent square – one square at a time – and only **one team member** can be in the maze at any time.
	• When a team member moves they must have two feet in the square – no jumping between squares is allowed.
	• If a team member steps into a forbidden square, the assessor will raise a hand and he must return to the start using the same route he used to reach the forbidden square.
	• There is no penalty for stepping on a forbidden square the first time, however, should a member of your team **repeat the mistake** you will be awarded a time penalty of 10 seconds against your overall time.
	• The task is completed once the whole team is through the Maze via the 'safe' route
	• A team member who has made it safely through the maze can return to assist others as required or ordered to do so by the team leader.
	• You are not allowed to draw diagrams or take notes during the task.
	• You must now nominate a Leader (If applicable, if not it is a leaderless task).
	• You will have 5 minutes to discuss this task as a Team.
	• You will be allocated 30 minutes to complete the task.

Do you have any questions?

Space Maze Diagram

<u>Start Line</u>

<u>Finish Line</u>
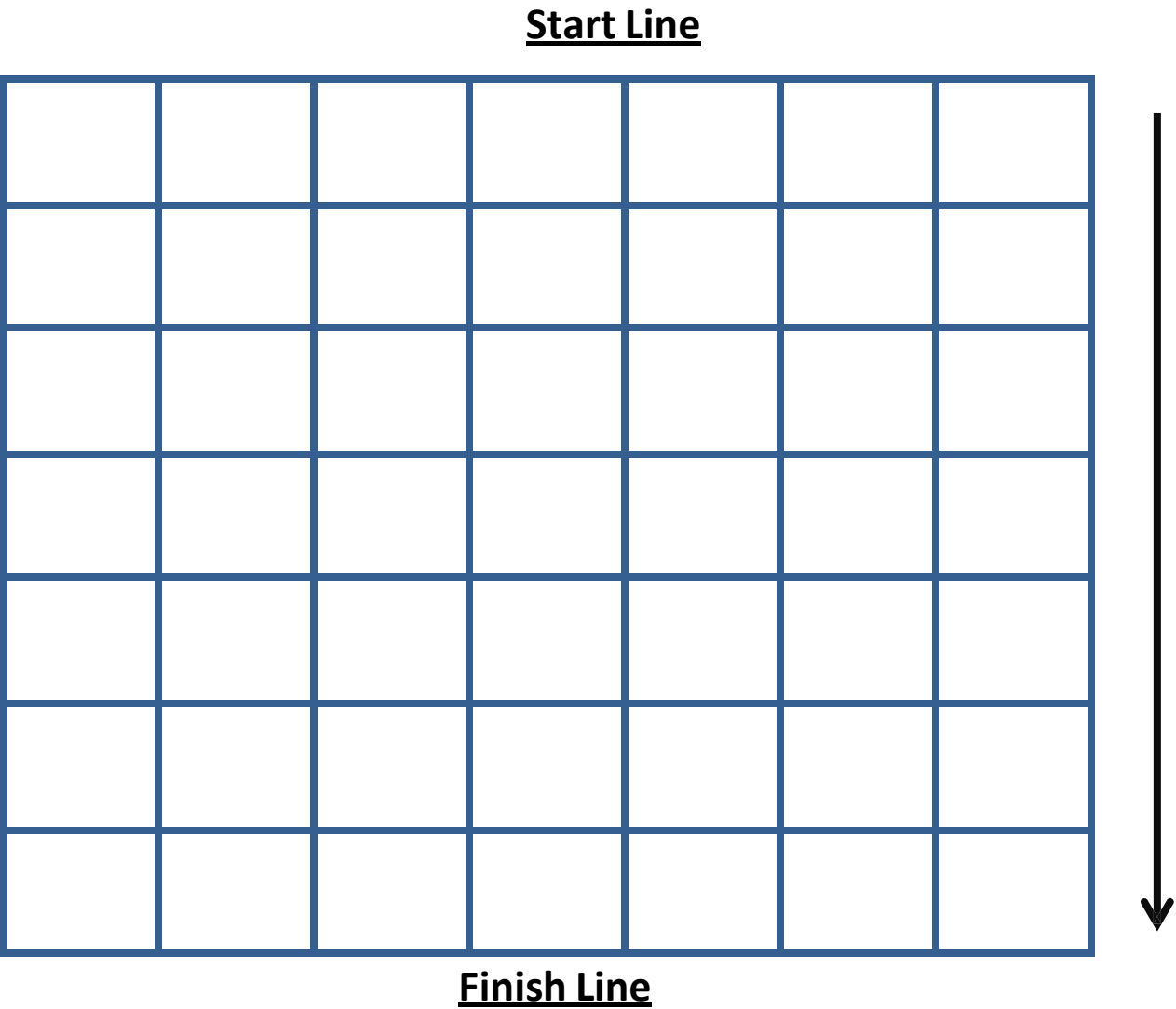
Summary

1. It is important that you clearly understand the benefits of effective team communication.

2. Being able to give clear effective briefings will ensure that there are fewer mistakes, there is less confusion and an increase in operational effectiveness.

3. It will also help your team to bond, trust each other and help each other improve their performance.

4. You are now aware of the main principles of teambuilding.

5. You are now aware of the main stages of building a team.

6. You have identified how team dynamics affect team performance.

7. You have identified examples of good and poor teamwork.

8. You can now use all these to improve your Teamwork skills and encourage others to improve.

9. As you gain experience, you will be able to pass on these skills to your new team members.

Lesson 2.5 Evaluating Performance

Evaluating Performance

Objective

The objective of this lesson is to teach you a process to enable you to evaluate and assess your own performance and that of your team. This will enable you to improve continuously your own performance and that of your team.

Learning Outcomes

By the end of this lesson, you will have been shown a method that allows you to:

- Evaluate your performance.
- Evaluate team performance.

A Question for You

1. When you have completed a task, how do you assess yourself?

2. Think of a task you have completed in the last week and think of how you thought you had performed during the task.

3. What method did you use to measure your performance?

Effective Self Evaluation and Assessment

- There are a number of models for self-evaluation and assessment.

- Some are very complicated and based on business and employees.

Evaluating Performance Model

1. This is a simple but effective model that can be used for both yourself and your team as you progress through your career as an Industrial Security Officer.

2. The diagram is split into three areas:
   - **Bottom left** is a model for action centered leadership that you will learn in future courses. The three circles represent the areas you should consider as a leader. The important thing to note is that they are all linked and should not be considered on their own.

   - **Bottom right** in the diagram are some self-rules you should apply when dealing with any task. You may have your own motivators and rules but these are some good ones to start with.

   - **At the top** is the important part as far as you are concerned.

- **Method of Use:**
  - ○ We start at the top and work our way around in the direction of the arrows.
  - ○ We must answer each question before we move onto the next.
  - ○ The vital thing to remember here is that you must be **TOTALLY** 100% **HONEST** with yourself here or it is a waste of time.

3. The main reason for doing this assessment is to learn from **EVERYTHING** that you do. No matter how small the task - you can apply this method and learn from it.

1. What Did We Set Out to Do?

- What did we set out to do?
- What was the task?
- Focus on facts.
- Did we fully understand the task? If not, what can we do to make sure we do it next time?
- Should we ask more questions?
- Did we ask questions to make sure we did understand the task?
- Did the rest of the team understand what we set out to do?
- If not what can you do next time to make sure they do?

"WHEN WE SET OUT TO DO THE BEST WE CAN DO, IT IS INEVITABLE THAT GREAT OPPORTUNITY FINDS US BECAUSE WE ARE DOING WHAT TRULY MAKES US HAPPY. WE'RE IN ALIGNMENT AND READY FOR THE OPPORTUNITIES THAT LIFE PUTS IN OUR PATH."

JOSH HINDS

2. What Did We Actually Achieve?

- What did we achieve?
- Did we achieve what we set out to do?
- Encourage people to express and share their feelings.
- What did you experience?
- What was it like?
- How did it feel?
- Is it good enough or was it a compromise?
- Are you happy with what you achieved?
- If it was not achieved, why did we fail?

3. What Went Well?

- What do you feel went well? What does your team think went well?
- Did you plan it well? Did your team work well together?
- Why did it go well?
- Encourage people to look back on the experience from a detached and critical point of view.
- We are looking for interpretations, meanings and judgments.
- What are you learning?
- What do you think? Ask for feedback from others.
- After each point is made, ask why?

4. What Could Have Been Done Differently?

- This stage is for future growth and possibilities.
- Focus on improvement — what would you do differently next time?
- What would the perfect leader have done to improve the performance of the team?
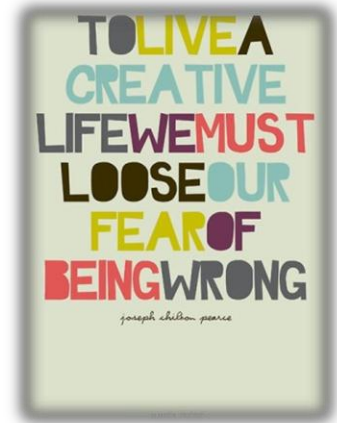
5. My Areas for Improvement

- In what areas do I think I could improve?
- What do I need to do to improve?
- Do I want to improve?
- Can I do it on my own or do I need help?
- Do I need special training?

6. What Did I Learn?

- Did I learn anything from the task?
- Was it good or bad?
- How can I turn negative areas into positive areas?
- What can I do about it?
- Above all, make sure you learn from whatever you did as this will help you improve your performance.

Aide Memoir

Task: _____   **Date:** _____

Question	Answers	Remarks
What did we set out to do?		
What did we actually archive?		
What went well?		
What could have been done differently?		
My areas for improvement.		
What did I Learn?		

Summary

1. To evaluate honestly your performance every time you attempt any task is a positive step in improving your performance in everything you do.
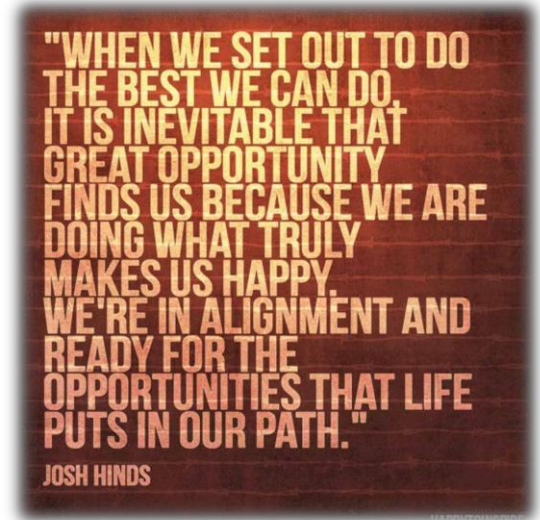
2. It is a simple but effective model, which you can use for both yourself and your team as you progress through your career as an Industrial Security Officer.

Lesson 2.6 The Communication Process and Managing Conflict

The Communications Process and Managing Conflict

Objective

The objective of this lesson is to introduce you to the Communications Process and concepts concerning conflict management.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know the communication process.

Assessment Criteria

- Describe the elements of the communication process.
- Explain the channels of communication.
- Apply methods of nonverbal communication (NVC).
- Explain the importance of recognizing body language.
- Explain the common barriers to communication.
- Explain how to overcome common barriers to communication.
- List the types of behavior that may be encountered or used in effective communication.
- Describe assertive behavior.
- Describe aggressive behavior.
- Describe passive behavior.

Introduction

1. The Security Officer represents the public face of Saudi Aramco whether you are on duty or not. Every employee or visitor to the company facilities will receive their first impression of Saudi Aramco by a greeting from a Security Officer.

2. Excellent and effective Communication Skills will make the security job easier and will help build and maintain a positive reputation for security personnel and for Saudi Aramco.

3. Officers are likely to present a positive and professional image if people around them can see that security is approachable and interested. It is also important to keep calm in all situations because people are always watching. Working with a positive attitude will improve the chances of positive results.

Means of Communication

1. Below are some examples:

   - A customer has an appointment at your workplace. He walks up to the reception and tells the employee he is here for his 2 o'clock meeting, but he cannot remember the name of the person he is here to see.

   - The employee is busy on a call and does not look up or acknowledge the customer for some

time. When he does look up and speak, he shows he is not interested. His tone of voice is not friendly.

- This brief interaction is a **negative moment** for this customer.

- The negative impression the customer has of the employee is now applied to everyone at Saudi Aramco (definitely everyone in Saudi Aramco Security). It may not be fair, but it is the way customers think. It's called customer logic.

- Now imagine the opposite situation. The customer walks in and the employee immediately looks up greeting the customer with a smile, and says: "Hello, I will be with you in a moment." and then after finishing the phone call says, "Good morning how may I help you?"

- When the customer explains that he cannot remember the name of the person he is here to see, the employee immediately makes some phone calls to assist the customer. He offers the customer a cup of coffee or tea while he waits.

- This **positive moment of truth** has shown the customer the friendly and professional side of Saudi Aramco Security and the overall company.

2.   Here are a few more examples of how to create **positive moments of truth**:

- Become more aware of your facial expression when a customer approaches you.

- Customers often judge our mood on how we look when they approach us.

- Answer the phone with a greeting before identifying yourself. Doing so starts the conversation in a positive way.

- Do not take it personally when a customer complains, its valuable feedback.

- Always offer options when you cannot give the customer exactly what they want. Customers can live with a "no" if it is softened by an alternative.

Elements of the Communication Process

1.   How do we communicate?

- Verbal (oral or voice)

- Non-verbal (body language and signs)

2.   The basic communication model is set out below:

- **The Sender.** When someone wants to say something to be heard by others - they encode (translate) the message into their words.

- **The Receiver.** Is the person who hears the message – they decode (translate) the message.

- **Sender and Receiver.** Check they understand the message.

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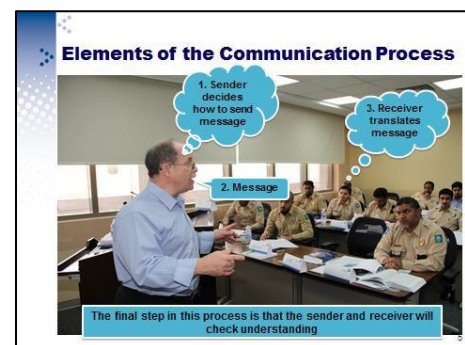
The potential problems:

- "But I thought you said...."
- "I assumed you were talking about...."
- "No, you've completely misunderstood what I was saying."
- "That is not what I heard."
- "What?"

Communication sometimes will require hard work to understand others.

Methods of Non-Verbal Communication (NVC)

1. People use a variety of verbal and non-verbal behavior in order to maintain a smooth flow of communication. Such behavior includes head-nods, smiles, frowns, eye movements, laughter, body posture, body contact and movements.

2. Facial expressions of customers, victims and witnesses can provide valuable feedback. We can recognize when someone shows signs of fear, sadness, happiness or anger. We see the signs on the face; hear it in their voice and from what words they say.

3. We can see the collective posture of a group of people that can show their attitude towards someone.

4. Example: A group of people can become an angry crowd to a security officer by recognizing a number of the people shouting with angry voices; using threatening words; shows signs of anger on their faces; raising clenched fists in the air in punching motions; or pounding their fists and feet by punching and kicking objects.

5. Their faces usually give a good indication of how people feel so good working knowledge of non-verbal signals is important.

6. We conduct "Face-to-Face" communication in three ways:

Type of Communication	Percentage
What we say.	7% of the time
How we say it.	38% of the time
Non-Verbal Communication.	55% of the time

Over 90% of communication is not what we say but how we say it. Words are only 7% and using non-verbal types of communication is more than half of the way we communicate.

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Common Barriers to Communication

Difficulties in communicating with a customer, victim or witness may be due to:

- The customer's view of something is different to the Security Officer's.
- The Security Officer may jump to a conclusion before working through the process of hearing, understanding and accepting.
- The customer, victim or witness may be under the influence of drugs or alcohol.
- The customer, victim or witness may lack the motivation to listen to you due to discomfort from illness, injuries, anger, fear, or pain.
- The Security Officer may have difficulty in expressing what to say to the customer, victim or witness
- Emotions may interfere in the communication process.
- There may be a clash of personality between the Security Officer and the customer, victim or witness.

Types of Behavior

Behavior can be changed through training, thought and consideration for others.

There are three types of behavior:

- Assertive (positive)
- Aggressive (negative)
- Passive (neutral)

Assertive Behavior (Positive Behavior)

- Making eye contact with sender or receiver.
- Stating clearly, what you want.
- Making decisions for yourself.
- Accepting other peoples' point of view.
- Being firm, but fair.
- Having a relaxed posture and facial expression.
- Using clear, steady and firm speech.
- Look for ways to resolve problems.
- Being polite, positive and professional.
- Relaxed body movements.

Aggressive Behavior (Negative Behavior)

- Shouting and angry voices or words.
- Staring with an angry face at the sender or receiver.
- Threatening behavior.
- Using sarcasm (mockery).
- Interrupting the sender or receiver.
- Blaming others.
- Putting others down.
- Stating opinions as facts.

Passive Behavior (Neutral Behavior)

- Not making eye contact with the sender or receiver.
- Apologizing a lot.
- Unclear speech.
- Agreeing to do things, you do not want to do.
- Backing down or giving up.
- Not speaking up.

Introduction to Conflict Management

The problems of work related violence exists to some degree within most customer facing organizations. It is important for Security Officers to understand conflict and conflict resolution to provide better safety to themselves and others.

Definition (Workplace Violence)

Violence against workers is defined as:

"*Any incident, in which a person is **abused, threatened** or **assaulted** in occurrences relating to their work.*"

How Can Security Officers Reduce the Risk of Conflict?

We can reduce the risk of conflict in two ways by:

- Using physical security measures.
- Having proper training.

Physical Security Measures

1. **Access Control** – Saudi Aramco uses forms of access control to protect people and property.

   The well-designed gate access and security posts at various reception areas are types of access control that can help prevent workplace violence. Access control prevents people who want to harm other people from entering the workplace.

2. **Closed Circuit Television (CCTV)** – The CCTV at Saudi Aramco is another effective deterrent. Security is able to monitor and detect problems in the workplace. The CCTV also provides visual evidence.

3. **Alarms** - The alarm systems involved with enhancing personal safety are:

   - **Intruder alarms** are used to protect buildings after hours, or to protect restricted areas. These help to prevent and provide warning of unlawful entry. This reduces the likelihood of staff members being confronted by potentially dangerous individuals.
   - **Panic alarms** are used in reception areas, interview rooms and isolated areas to allow a worker to alert security for help.
   - **Personal alarms** are carried on the person as a means of attracting attention and temporarily distracting an assailant.

Higher risk measures – Where security officers are facing a greater risk or where the role requires they may need to detain, escort or restrain potentially dangerous persons then PPE equipment (such as protective vests, body armor, helmets, gloves, restraints) may be worn or used. Assigning more than one security officer to respond to an incident that has a potential for violence can be used for additional safety.

Training

1. Training is an important component of risk reduction. Training should be given at a level that meets the needs of the people involved. Everyone who faces a risk of violence should have training in:
   - Recognizing and reducing the risks of violence.
   - How to respond to a situation involving conflict.
   - How to stay safe when managing the conflict.

2. If they are likely to face a physical assault or are expected to remove someone from the premises, then they should receive training in the physical skills such as self-defense and weapons training.

Risk Assessment

1. Risk is defined as: the exposure (introduction) to the chance of injury, hazards, death or other type of loss.

2. A risk assessment is a process that helps an individual Security Officer assess a situation from a personal safety perspective, as it is unfolding.

   - Each activity is examined.

   - The possible risks are identified.

   - A judgment is made about the likelihood of the perceived risk and the severity of the consequences.

3. The security officer can continuously assess the conditions and adjust their response to meet the risk presented moment by moment.

4. This continuous assessment is done in four basic stages:

   - Stepping back from the situation briefly and making a quick assessment of the situation and the threat presented.

   - Evaluating the options available to you as a result of this assessment.

   - Responding by using the most appropriate option.

   - Monitoring for changes.
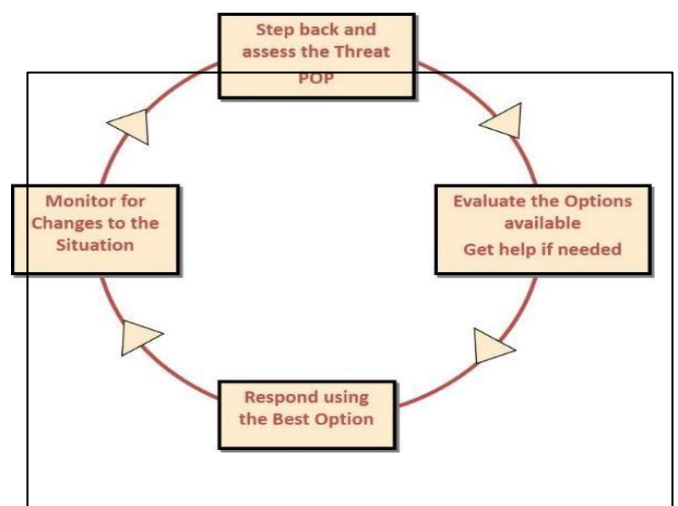
S A F E R

A useful way to perform Risk Assessment :

(SAFER)

1. **S**tep back.

2. **A**ssess threat (P.O.P.S.) **P**erson **O**bject **P**lace **S**ituation.

3. **F**ind help.

4. **E**valuate options.

5. **R**espond.

Step Back and Assess the Threat – POPS

1. Step back from the situation – watch, observe, and listen.

2. Assess the Threat (POPS):

   ### P = People

   - Have they been a problem to other security officers?
   - Are they a known criminal?
   - Are they known to be violent?
   - Are they now frustrated or angry?
   - How do they appear now?
   - Are they suffering the effects of alcohol or drugs?
   - Could they have mental health problems?
   - Are they bigger/more fit/younger/stronger than you?
   - Are other people present and who are they likely to support?

O = Objects

- What objects are present or nearby that could be used as weapons?
- What objects can be used to cause harm?
  - Bottles, cans and glass
  - Sticks
  - Pointed and edged weapons
  - Hot drinks
  - Cases or bags with heavy object inside

P = Places

- In what places are we going to be most vulnerable?
- Are the following areas a threat?
  - Remote areas – away from observation of others
  - Places where you can be blocked in or confined
  - On a road with traffic
  - Places where hazards are present

S = Situation

- What factors will increase the threat?
  - The time of day, is it early and light or late and dark?
  - What is the emotional state of the person?
  - Is alcohol or are drugs involved?
  - Are you giving unwelcome news?
  - Is there a group of people?
  - Are there violent persons involved or around?

Evaluating the Options Available

1. There will be a variety of ways you could deal with the situation. An important rule is not to put yourself in a high-risk situation unless you have proper help available.

2. The option you choose will depend upon:

   - The situation itself
   - The availability of assistance
   - Your experience and training as to which is most appropriate

3. If you are confident that you are able to deal with the situation safely then you should do so – but continue to monitor and assess what is happening in case the situation changes.

3. Find help and Evaluate.

   - If you need assistance then you should not try to deal with the situation until help arrives.

   - If the situation is potentially violent and there is a risk of physical assault - exit from it as soon as possible safely. This may not always be possible because you have the safety and well-being of other people to consider.

   - It is important you have been trained in calming and defusing skills and know how to prevent the situation from getting worse until help arrives. Only use 'physical intervention' (holding, restraining, escorting, physical removal from premises) if you have received appropriate training in how to do it effectively, lawfully and safely.

Responding – The Best Option

Once you have decided upon the best way to respond, you must continue to monitor the situation and repeat the threat assessment evaluation process if the situation changes.

Fight or Flight.

- It is a response to threat or fear.
- It is a natural animal instinct.
- It prepares your body for action.

Fight —to stand our ground.

Flight—to run away from a situation.

How our Bodies React to Fear

- Your heart is pumping at 2 - 3 times the normal speed - sending nutrient rich blood to the major muscles in your arms and legs.

- Your pupils expand so you can see better.

- All functions of your body not needed for the struggle are shut down (digestion stops and even your immune system is temporarily turned off).

- Muscles tense preparing for battle.

This is commonly called the "**Fight or Flight**" response. Intense anger will provoke a similar response and so the other person will be experiencing the same reactions to the situation.

Our Normal Reaction to Fear

- Pounding Heart

- Muscular Tension

- Faster, Heavier Breathing

- Facial Muscle Spasms

- Shaking Legs and Arms

- Dryness to the Mouth

- Churning Stomach

- Nausea

Effects on the Body

The brain triggers more hormones, so **within seconds:**

- You can run faster, jump higher.

- Hit harder.

- Think faster.

- See and hear more clearly.

Understanding Anger

1. Anger is a completely normal, usually healthy, human emotion. However, when it gets out of control and becomes destructive it can change a person into a very dangerous threat.

2. When you become angry, your heart rate and blood pressure increase and so do the levels of your energy –hormones and adrenaline.

3. Persons experience:
   - Frustration
   - Anger
   - Aggression
   - Violence

Internal Inhibitors

These are values and beliefs we have that cause us to pause and not act in a bad way. They are formed by personal values, the way we have been brought up by our family, and our cultural rules:

- They are very strong because they are part of our nature.

- Some people are accustomed to swearing and arguing as natural ways of dealing with a problem and they are much less limited when using bad language and raised voices.

- Others are brought up where such behavior is totally unacceptable and they will avoid it under almost all circumstances.

- In some cultures, the use of open hand gestures, shouting and highly emotional behavior is just part of sorting out a problem.

- Most people have values that exclude the use of actual physical violence towards another person.

- Other people use physical violence as a natural way of dealing with a problem – they do not have natural inhibitors that stop them.

External Inhibitors

External inhibitors are the restrictions in culture, environment and society that restrict someone from the use of inappropriate behavior:

- These may be social (loss of acceptance, criticism by friends, loss of friends and relationships).

- Legal (possibility of arrest, charges, prosecution and punishment).

- Economic (loss of employment and therefore income).

These inhibitors combine to prevent most people - most of the time from being triggered into becoming aggressive or violent.

It is important to recognize:

- Some situations can change our inhibitions (the person's confidence will not be discovered).

- Alcohol, drugs and some mental illness can considerably reduce or remove inhibitors.

- Being part of a group can reduce the effect that an inhibitor would have on an individual (group and peer pressure).

Understanding triggers and inhibitors is a key part of knowing how to respond effectively to an escalating situation. For example, if a customer is involved in a dispute and becoming agitated, has a red face and showing uncomfortable awareness of other people in the area - then it is likely that person is becoming embarrassed.

Removing the trigger - by offering to go somewhere quiet and private - can reduce the risk of aggression.

Types of Behaviors

Violent behavior

- Intimidating behavior, swearing, and shouting.
- Personal insults.
- Verbal threats, gestures, stances.
- Possession of a weapon or item showing it to be used as a weapon.
- Harassment on the grounds of race, sex, age, disability.
- Bullying.
- Assault from grasping, poking, punching, etc.
- Assault causing actual bodily harm.
- Threatening use of animals.

Aggressive Behavior

- Finger Waving
- Shouting
- Staring
- Threatening Behavior
- Sarcasm
- Giving Orders
- Interrupting
- Putting others down
- Making assumptions
- Stating opinions as facts
- Use of demanding words in conversation or discrediting suggestions
- Blaming

Assertive Behavior

- Making a person aware of your feeling or thoughts.
- Providing your own solution to the problem.
- Standing your ground.
- Acknowledge other peoples viewpoints.
- Being firm but fair.
- Having a relaxed posture and facial expression.

- Using clear, steady and firm speech.

- Discuss solutions to find a satisfactory solution to problems.

- Being courteous, positive and portraying professionalism.

- Use of positive phrases in conversation.

Non-verbal Communication

- Gestures

- Touch

- Posture (Stance)

- Facial language

- Dress

- Eye contact

- Proximity

- Using clear, steady and firm speech.

- Discuss solutions to find a satisfactory solution to problems.

- Being courteous, positive and portraying professionalism.

- Use of positive phrases in conversation.

Non-verbal Communication

- Gestures
- Touch
- Posture (Stance)
- Facial language
- Dress
- Eye contact
- Proximity

Attitude and Behavior Cycle

1. How we feel about a person will affect the way we behave towards them.

2. Our feelings towards them can be seen through our body language, the amount of eye contact we give, how close we stand to them or how long we speak to them.

3. The customer will recognize if you are behaving negatively and will adopt a negative attitude towards you that reinforces your original feelings about that person.

4. It is difficult to change how we feel (our attitude) about a particular person or group of people but we can modify our behavior.

5. The *Betari Box*, below, is a model that helps us understand the impact that our own attitudes and behaviors have on the attitudes and behaviors of the people around us.
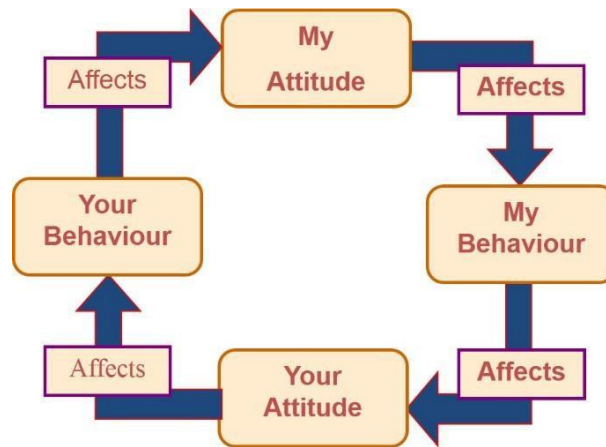
How Communication Breaks down

1. If we all had the same experiences in life, all messages would be encoded, transmitted and decoded in the same way.

2. Symbols would have the same meaning for everyone, and all communication would be received as the sender intended. However, life is not like that.

3. Different people attach different meanings to the same things and communication can become difficult.
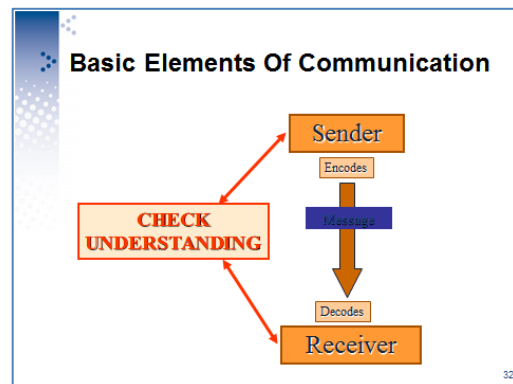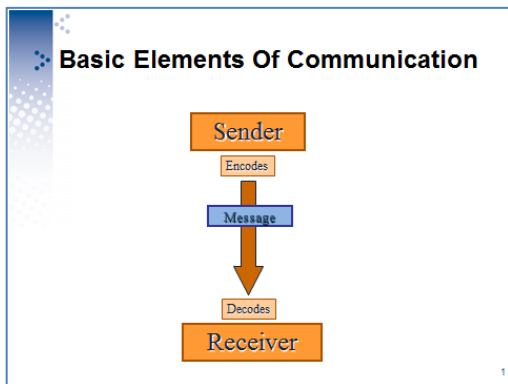
Blocks (Barriers) to Communication

Physical Blocks

1. These refer to the physical distractions in the environment, which make it difficult to hear or concentrate. Excessive heat or cold, excessive noise, distractions, smells, and other people can disrupt the communication.

2. At any point in the process - encoding or decoding.

Emotional Blocks

1. For example, a sender with a limited vocabulary (language) may have difficulty in translating images into appropriate words that the receiver can understand.

2. Receivers may filter out the parts of a message that disagree with their own beliefs rather than listening to the message.

Signaling Non-Aggression

1. An openhanded gesture is a very powerful signal that means you do not want to fight. It is connected with the reason why we shake hands when greeting.

2. This originated from the times when people always carried weapons. When approaching someone they used to show an extended open right palm to prove they were not threatening the other person with a weapon. This slowly changed into a handshake.

Eye Contact and Active Listening

1. Eye contact is a vital element in signaling non-aggression.

2. In a normal conversation, the listener will maintain eye contact with the speaker. The speaker will drop eye contact from time to time.

3. In aggressive situations it is important to try to achieve as near normal eye contact as possible.

4. Never stare at the other person, as this can appear very aggressive. It is also important to recognize that 'normal' eye contact may differ across cultures.

5. For example, in some cultures it is a sign of disrespect to look directly into the eyes of someone in authority. In another culture, the same lack of eye contact is seen as a sign of guilt or not telling the truth.

6. In 'active listening' we demonstrate with head nodding, gestures and repeating back phrases that we are hearing and understanding what the other person is saying.

Personal Space

Changing the distance between two people can suggest a desire for closeness, show a lack of interest or increase or decrease authority. Personal space is different for each person and depending whether you are male, female, your culture, race and background.

Intimate Space
0 – 0.5m

Normal Space
0.5 – 1.2m

Stranger Space
1.2 – 3.0m
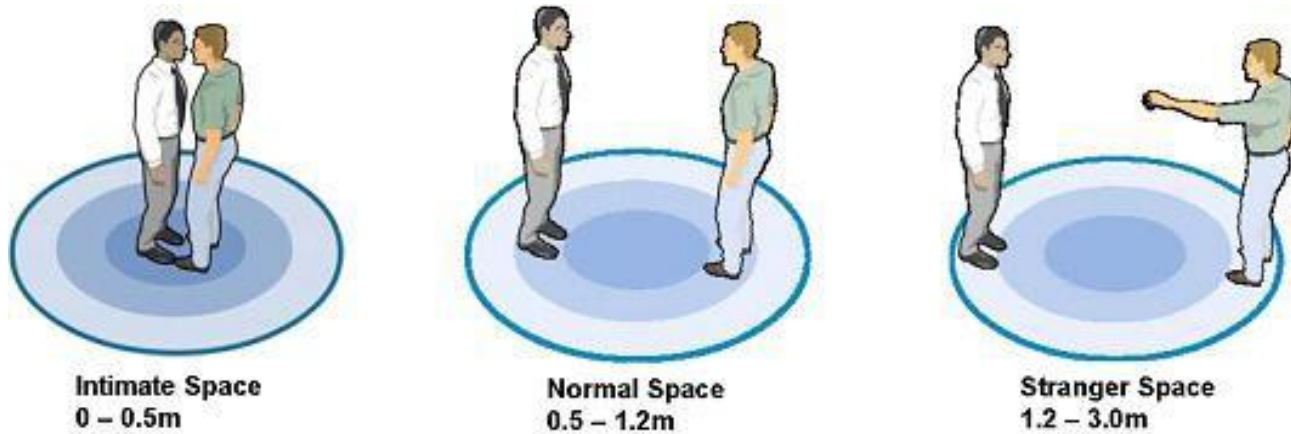
Intimate space. This is used when whispering or embracing and is usually performed within zero - 0.5m (20 inches) of your body.

Normal space. This is used when you are talking with acquaintances or people who are not your close friends and is 0.5 m (20 inches) - 1.2m (47 inches) distance from your body.

Stranger space. That is 1.2 (47 inches) - 3.0m (118 inches).

Changes in distance can affect the communication. Some things are difficult to share unless you are within the suitable personal space. Telling a secret at a distance of 6m (240 inches), is not only difficult but would take away the confidentiality of that secret.

Remember both body language and personal space is important when dealing with angry or frustrated customers.

Most of us are only comfortable with close family, partners, or people we invite into our intimate zone. If someone is trying to intimidate or threaten you, he or she will attempt to move into your intimate space.

SPACE

A useful way of remembering how to prepare for any interaction is **SPACE.**

S = Stance

- Ensure that you are aware of all exit routes and that you do not block the other person's exit.

- If they take to the flight option.

P = Positive Attitude

- You should display a positive and helpful attitude, as this will show you are there to help and find solution to the problem.

A= Active Listening

- Head nodding, gestures and repeating back phrases, show that you understand and are attentive to what the person is saying.

- Maintain 'normal' eye contact – too much or too little eye contact can suggest aggression or disinterest.

C = Comfortable Distance

- Getting too close to someone may intimidate or threaten them.

- Stranger space is regarded as 1.2 (47 inches) - 3.0m (118 inches).

- You should be able to stretch out your arm without touching the other person.

E = Exit Route

- Stand with relaxed shoulders at an angle (not square on) to the person, with one foot back; this will open up a visual route for you and the other person.

There are various ways to create and measure personal space:

- Can you see the other person's feet, at least in your peripheral (outer) vision.

- Would they have to take a step forward in order to touch (hit) you?

- If someone is in your intimate space - you may feel physically uncomfortable, trapped, unsafe or threatened.

Stance

1. When we become aggressive, we tend to stand close up and 'square on' to the other person.

2. In a situation where you recognize that the aggression is increasing, ensure that you are not standing "square on" by dropping one foot backwards allowing your shoulder to 'drop away'.

3. This also opens up visual 'exit routes' for both you and the other person.

4. It is important to stand slightly to the side of the other person, with one side of your body tilted back; this is achieved by stepping back onto your strong foot with your weight distributed over both feet providing a good solid stance.

5. This movement will also take one shoulder back making the overall appearance look comfortable and relaxed. Hands should also be in the relaxed open palm gesture.

6. "Friendly" facial signals and a calm reasonable tone complete the picture. You will see how this also opens up strong, visual exit routes while offering a very non-aggressive posture.

Reactionary Gap

This is the relationship between time and distance for a person to react:

- To cover 1.8 m (6 ft.) its takes - less than ½ second.

- To cover 3.7 m (12 ft.) – less than a second.

- To cover 6.4 m (21 ft.) – less than 1 ½ seconds.

Fight Facts

- An average fight lasts approximately 7 seconds.

- Within this time, 15 punches can be exchanged.

- Injury occurs within the first 3 seconds.

Escalation

Escalation - how frustration can lead to violence. Anger has a similar effect on people as fear. The body is ready for action.

This is why people who are angry can become violent so quickly. Individual personality or a trigger may determine the speed at which a person moves through each level. The path of escalation can be traced from frustration to violence through four levels.
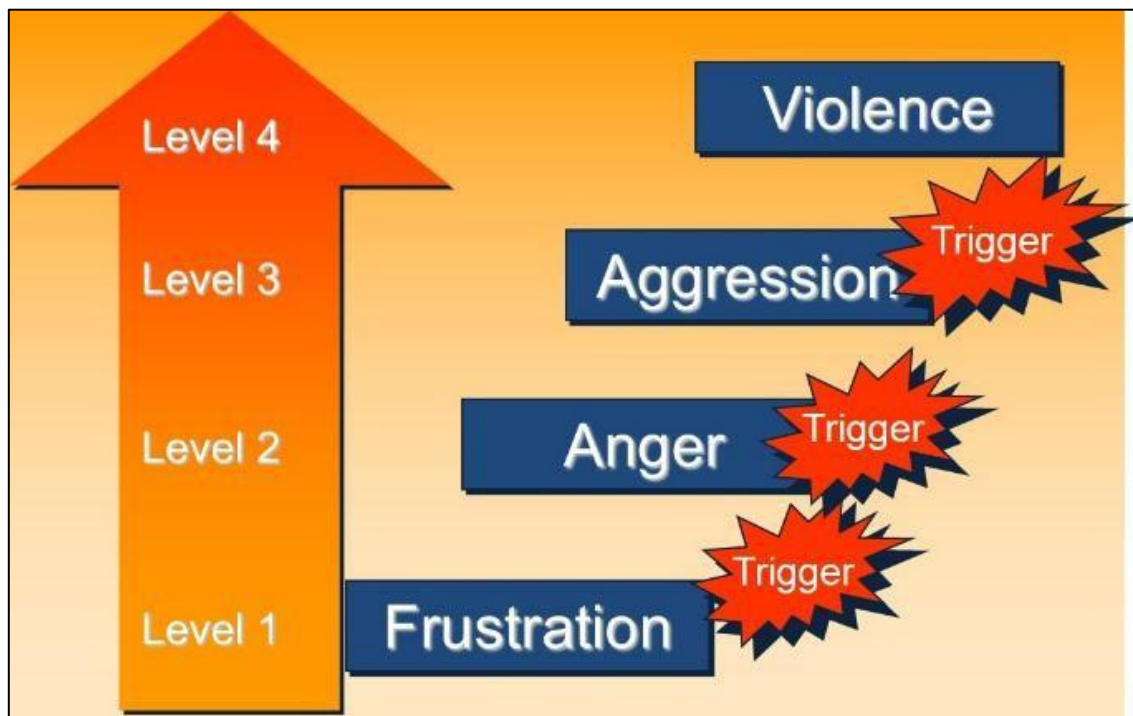
Signs of Escalation

You need to recognize when a situation is escalating so that you can respond appropriately.

- Angry non-verbal signals – face reddening, intense eye contact, angry facial features and finger pointing. The emotional brain is taking over from the rational.

- Abuse that is focused on you personally. This is an important sign as it may indicate that the individual is making you the problem. This provides them with the 'excuse' to become aggressive with you.

- Increasingly vulgar, abusive or threatening language. The individual is losing control and the natural inhibitors, which restrain us from displaying aggressive behavior, are being reduced.

- Your personal space is being invaded and the person is positioned 'square on' to you with their head and chin thrust forward. The individual is displaying strong signals, which are intended to intimidate and make you feel uncomfortable.

Lead and Support

1. Lead and support is the description for how two people can work together to deal with a difficult situation that has the potential to be high risk.

2. The two colleagues will work together to cover each other while ensuring that the situation is dealt with effectively and quickly.

3. The lead role is taken by the person who initially deals with the aggressor. The support will be the colleague who will watch for signs of escalation from either the aggressor or the colleague. The support will communicate with the RSCC and other officers.

4. The support will need to take up a position that is not too close to be dragged into the situation while close enough to monitor the situation and co-ordinate communication with control.

5. The support will also have the important role of stepping in and "switching" with the lead if the lead starts to become "emotionally" involved. Once the roles have been switched, the colleague who has just been removed from the situation will take up the support role.

6. It is vital that both colleagues are aware of this tactic and that if the support tried to take the lead then the lead withdraws.

7. If they fail to withdraw, it will result in both colleagues being involved in the conflict situation and nobody watching their backs.
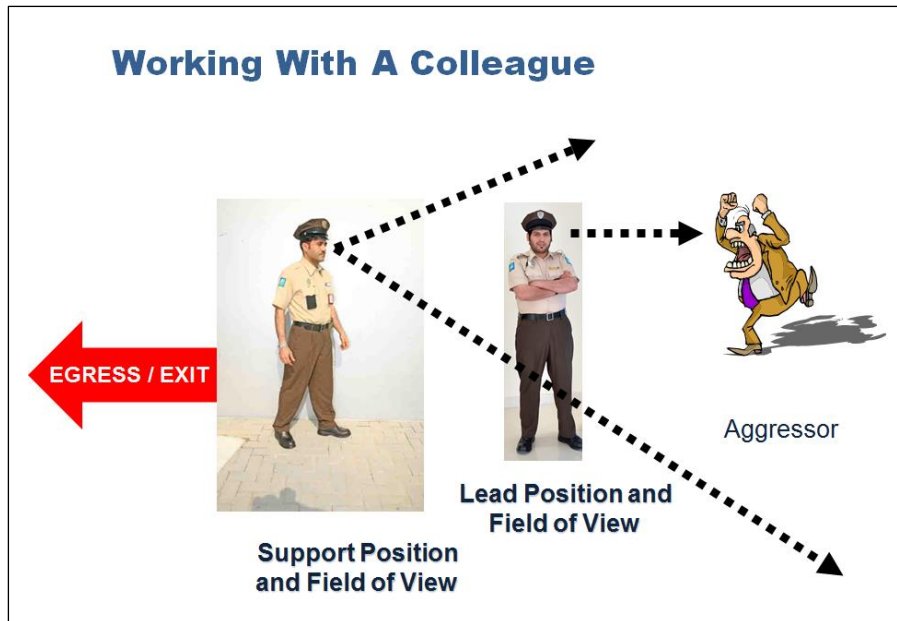
Defusing High Risk Conflict

Remove yourself from the situation if possible – if not:

Maintain Self-Control

It is important to maintain self-control and try NOT to be involved into a conflict. Often the other person will try to make you angry so they can get advantage over you.

Signal Non-Aggression

It is important to give signals to the other person that will calm and "slow-down" the situation. The most important thing to signal here is nonviolence.

Remember - the other person is in a very emotional (upset) condition so they do not think reasonably – the actual words you use are less important than the tone of your voice and body language you display.

Match Energy Levels

It is important to match the energy level of the other person. If you are slow to respond, or respond too calmly, it can give the impression that you do not care or are not interested in the other person's problem or issue.

Matching energy does not mean that you should be 'aggressive' back to the other person – it means that you should quickly engage them with your body language and tone of voice; and show that you are concerned and interested.

You need to be an active listener. Do not assume you already know what people are going to say. The person will respond to signs that you are listening and understanding their problem. Use phrases like:

- "I can see that this has made you very angry."
- "I can understand why this is frustrating for you."

In order to reassure a customer that you are really listening to what they are saying, it is important to:

- Focus your attention on them - Use non-verbal (nodding your head, accepting with your voice).
- Show that you have understood. Say: "Okay, let me see if I've understood you correctly…" – and then rephrase what they have said.
- Maintain eye contact. (This shows you are paying attention to what is being said).
- Let them finish speaking before you act and try not to interrupt or stop a person's speech.

When someone is in a high state of emotion and anger, there is little the security officer can do to communicate to the aggressor's rational side. Saying:

- "Let me explain…."
- "The reason why we have this rule is …."

This will probably make things worse and increase their anger.

Win Their Trust

Winning trust is getting the person calm enough to be able to deal with the situation in a rational way. They must think the security officer is "on their side" and understands the problem and wants to resolve the problem.

If you have successfully bargained the first three (3) steps then you will have reached this point.

Problem Solving

The key stages to problem solving are:

- Identify the **CAUSE** of the problem.
- Look for a **SOLUTION.**
- **INVITE** suggestions from others.
- Have **ALTERNATIVES (OPTIONS)** available.
- What **EFFECTS** will the changes have.
- Would you be **SATISFIED** with the result?
- How can we avoid **REOCCURRENCE**?

Win-Win Outcomes

A win-win outcome is where both parties involved in a conflict situation come to agreement with the result.

Assertive (Positive) Win-Win Statement

- State clearly what the unacceptable behavior is that you want to stop.
- What the consequences of continuing will be.
- An acknowledgment of the other person's point of view.

EXAMPLE: *"You need to stop yelling and scaring your friend, if you continue, the police will be called and they will need to come and resolve this by probably arresting you. I can see your point of view and concern here, it would probably make me angry too, but we need to control our anger so that you do not get arrested."*

This shows **Empathy** (an understanding with the individual and his problem) respects the other person's position, but clearly states what is unacceptable and what will happen if it does not stop.

Choosing to Confront

Confronting Unacceptable Behavior

It is very likely that at some time you will have to deal with someone whose behavior is "unacceptable" and challenge them. They may be shouting and making threatening gestures, upsetting and scaring people around them.

Do you Confront (challenge) or Not

Remember that you always have a choice about whether or not to confront their behavior. Challenging can easily lead to the increase of an already difficult situation. You DO NOT want to make it worse.

Wait?

The situation DOES NOT have to be challenged when the other person is still angry or aggressive. When things have calmed down, you may want to confront the individual about their unacceptable behavior.

Sometimes the person will recognize they have been aggressive and will apologize before being confronted.

If you decide to confront, approach the person in a way that will not make the situation worse. DO NOT become angry or aggressive. Be firm but understanding and positive. Give them options.

Exit Strategy

Exit plans are ways of leaving a situation that is getting out of control. This is to take ourselves out of immediate danger to allow time to think and position to a safe position.

EXAMPLES:

- *"Sorry, but as you arrived I was dealing with an alarm that I have to deal with or it will not reset properly, I need to go reset it then be straight back."*

- *"I will need to talk with my Supervisor about your problem, please give me a few*

minutes to meet with him and see what we can do for you."

To remove another security officer from a difficult situation:

- *"I am sorry to interrupt but we have a report of a missing child and we need to help with the search right now."*

- *"I am sorry to interrupt but we have an emergency call and a person is badly hurt and needs urgent First Aid, please come immediately."*

Effects of Workplace Violence

Perhaps the most important thing to recognize is that everyone has a different way of responding to and dealing with the results of a violent or aggressive incident at work.

It is possible to categorize a range of typical reactions that may follow when someone has become the victim of an incident: They fall into three time periods and understanding these different reactions is helpful when supporting someone through the different stages of recovering from the incident.

Reactions

Short Term	Medium Term	Long Term
24 hours	1 – 3 days	Weeks, months – possibly years
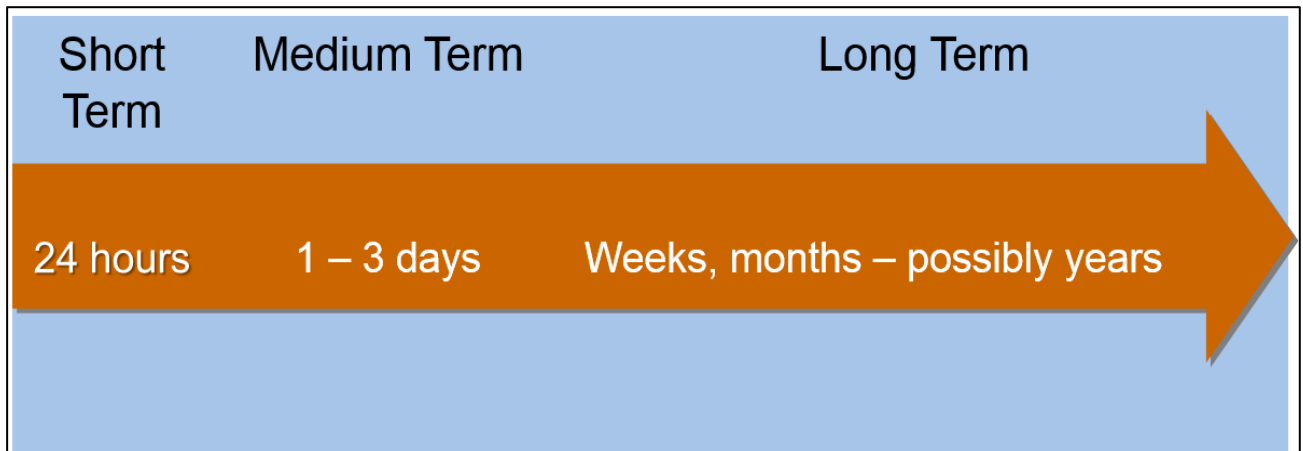
Short-Term Reactions

The first few hours following the incident, the victim will have some initial effects (reactions) to the aggression and violence.

These reactions are mostly emotional.

The following are the most likely:

- Shock, confusion, disbelief, fear, helplessness
- Anger, embarrassment, feeling of violation
- Sadness

Many of these initial reactions will begin to lessen as the victim moves into the next phase.

Medium-Term Reactions

The medium term reactions begin to appear when the victim has a chance to think about the incident.

Around 24-hours after the incident; reactions can include:

- Feelings of loss, guilt, shame, embarrassment, disgrace.

- Extreme tiredness and lack of sleep.

- Denial and refusal to accept the effects – they think they are ready to go back to work.

- Anger, frustration and hatred.

- Lack of confidence, concern about more incidents happening or the aggressor doing it again.

Dealing quickly with these issues is often the key to recovery. Once the victim has accepted what has happened they can return to a normal life.

Long-Term Reactions

Reactions that last beyond a couple of weeks of the incident - the victim is having difficulty dealing with the incident and they probably need professional help (medical attention). Examples include:

- Continuing tiredness, exhaustion, depression, anxiety (fear), lack of sleep.

- Excessive substance abuse (drugs and alcohol), smoking, antisocial, irritable and aggressive behavior.

- Nightmares, flashbacks, headaches, nausea, difficulty in eating.

A victim who displays these long-term reactions clearly needs specialized psychiatric or psychological help.

Post-Incident Considerations

Key areas to consider following an incident:

- Support the victim.

- Report the incident.

- Learning from what happened.

- Share good practice.

It is important to learn from any incident and support the security officers involved. Post incident reporting and discussions help avoiding similar incidents in the future.

Discuss:

- What happened?
- What could be done differently and better?
- What are good and bad practices?
- How to make sure what is learned is shared.

Summary

1. Security Officers should be professional, assertive and polite at all times.
2. No matter how busy you are, you only get one chance to make a first impression!
3. Communication skills are very important and vital for Security Officers.
4. A clear understanding of proper communication skills will help security officers resolve and deal with many problems and avoid further issues.
5. Security Officers must identify when conflict is likely to occur and have the skills and understanding of how to resolve situations.

Lesson 2.7 Act as a Witness
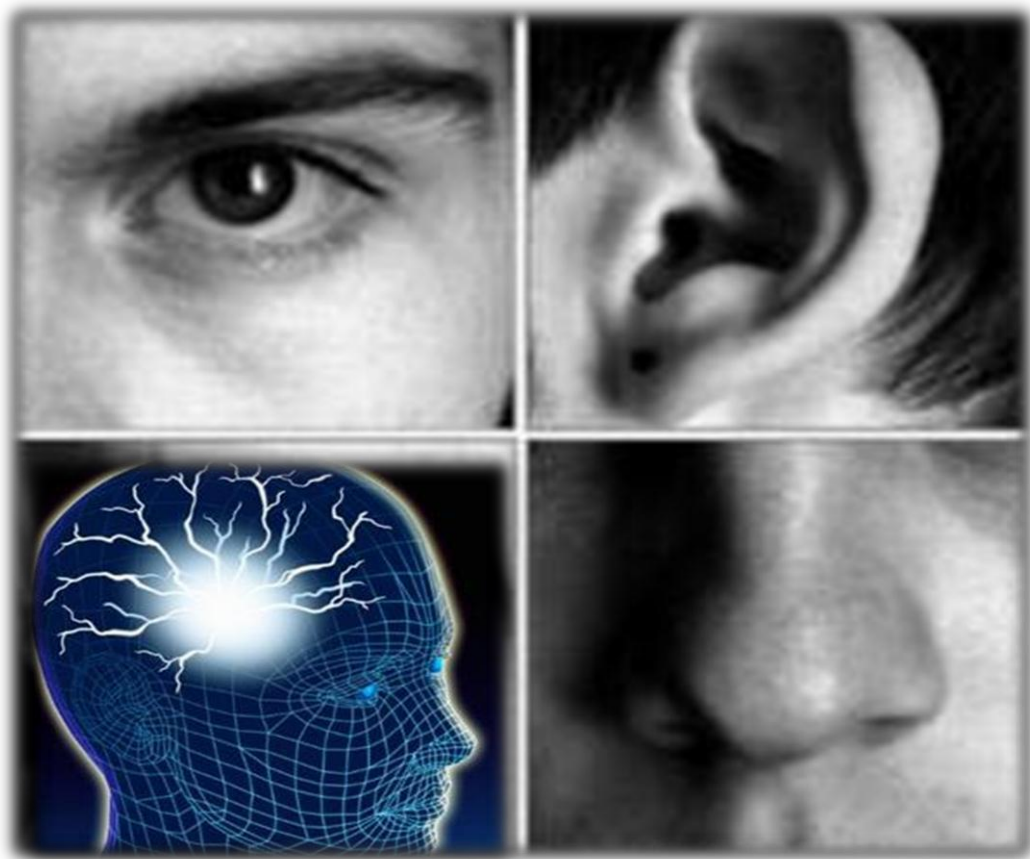
Act as a Witness

Objective Act as a Witness

The objective of this lesson is to introduce to you the requirements of acting as a witness and the proper procedure on presenting evidence.

Learning Outcomes

By the end of this lesson, you will be able to:

- Act as a witness.

The Security Officer as a Witness

1. What makes the Security Officer a potential witness?

   - **First on the scene**: It is likely that a security officer would be the first responder to an incident scene or a situation. The officer would be later required to provide evidence. This could be a crime, an accident or any kind of incident.
   - **Security Officers Notebook**: The Security Officer's notebook is a vital part of evidence.
   - **CCTV**: A Security Officer may have been first to witness an incident on CCTV.

2. Security Officers must make sure any incident is written in the Security Officer's notebook ASAP.

3. A witness is a very important part of the legal process. To determine the truth and facts concerning an incident — witness information is very important.

4. Security Officers should take the following steps as guidelines:

   - **Review previous statements.** As time passes, you may have forgotten some details. This will help refresh your memory.

   - **Preparation.** Review the incident reports and any documentation, images or diagrams relating to the incident.

Dress and act your best on the day you will provide evidence. The people you will provide your evidence to will form an opinion about you based on your appearance, and this opinion will have an effect on whether they believe you on what you say.

Look at the official asking the questions. When you are asked a question – look at the person directly who is asking the question.

- **Answer questions directly and truthfully.** Short, truthful answers and only the facts.

- **Be heard when you answer** Speak loudly enough that everyone can hear your answer. Do not answer with shrugs or headshakes.

- **Be polite.** Address the officials politely. Do not interrupt the officials or be too quick to answer. Do not allow yourself to become angry, even if someone tries to provoke you. Do not use bad language unless you are asked to repeat what you heard someone else say.

Witnesses must be Truthful

Witnesses who do not tell the truth may be punished. If a witness refuses to give evidence or refuses to answer questions, they could be punished.

Credibility and the Weight of Evidence

The following factors are considered when determining the reliability and weight (influence) of testimony (evidence) from a witness:

- **Perception** — did the witness have the opportunity to observe and perceive accurately?

- **Memory** — has the witness retained an accurate impression of what he/she saw, heard or smelled, and is the memory of the events accurate?

Written and verbal evidence should be clear and concise and must be based on factual observations or experience.

Evidence such as records and notes are more acceptable if made as close to the time of the event as possible.

Make sure you understand exactly what questions you are being asked to answer. If you are unsure, ask for an explanation.

Officers must only give opinions about issues they have seen, heard or witnessed. No opinions.

Judging Witnesses

A witness' behavior, character, and conduct will be used in judging whether the witness is credible (honest, truthful).

The witness' behavior at the time of the event is important and should be noted by the Security Officer in their notebook for future reference.

Security officers are not usually required to obtain statements from witnesses, however, when witnesses provide verbal statements to the officers, this is evidence and may be required as part of an investigation later. Security officers must make good notes of any statements made by witnesses.

Evidence

1. **Facts** and **evidence** are two legal terms that are used.

2. **Fact** is a truth that can be proven.

3. **Evidence** is testimony of witnesses, records, documents or objects used to prove the **Facts** of an incident. **Evidence** can prove or disprove something.

4. **Evidence** is information helpful in forming a judgment or a conclusion. Remember it is only information that can be either true or false.

Summary

1. As Security Officers, you may be a witness.
2. The Security Officer's Notebook is an important piece of evidence.
3. When called to give evidence or act as a witness ensure, you prepare properly and professionally.

Lesson 2.8 Customer Care

Customer Care

Objective

The objective of this lesson is to introduce you to the principles of customer care.

Learning Outcomes

By the end of this lesson, you will be able to:

- Describe types of customer.

- Describe the differences between internal and external customers.

- Demonstrate awareness of gender and cultural differences.

- Explain what is meant by good customer service.

- Explain what is meant by bad customer service.

- Describe how to maintain good customer care.

Introduction

1. You represent the public face of Saudi Aramco whenever you are on duty. Excellent customer care will make your job easier and help build and maintain a positive reputation for you personally and for Saudi Aramco.

2. Customer care skills are extremely important, both personally and professionally. You are far more likely to present a positive and professional image if people around you can see that you are approachable and interested in what they have to say.

3. It is important to keep calm and levelheaded in all situations to. By doing this, it will give you the ability to work through any issues with a positive, 'win-win' situation as the result. This means that both you and the customer are equally happy with the outcome.

4. By using effective customer care skills at the beginning of any interaction, you may avoid a potential conflict, reduce tension and help a customer as well as showing professionalism.

Customer Service Interaction

Every customer service interaction has a beginning, middle and end.

Beginning:
- Make a good impression.
- Show that you are ready to assist.
- Show that you are willing to help.

Middle:

- Find out the customers' needs.
- Get all the information the customer may need.
- Find a satisfactory conclusion/solution.

End:

- It is important to leave the customer with a good impression of:
  - Yourself
  - Saudi Aramco

Who Are Your Customers?

1. There are two types of customers you could deal with:

Internal:

- Your employer.
- Your colleagues.
- Your contractual employer.
- Your contractual employer's employee.

2. These people work inside Saudi Aramco. They rely on you for services and information they need to get their jobs done. They are not traditional customers yet they still need the same care that you give to external customers. By expanding your definition of customer to include internal customers, you are taking that vital step towards excellent service.

External:

- Visitors
- Delivery personnel
- Police/Emergency Services
- Telephone callers

3. You deal these people either with 'Face to Face' or over the phone. They are customers in the traditional sense of the word. Without them, there would be no business, no pay at the end of the week or month.

What Is Good Customer Service?

Security Officers work in a service industry, delivering customer care, but what does customer care actually mean?

Customer Care means:

- Being professional with every customer.
- Surprising yourself with how much you can do.
- Concerning yourself with your customers' needs.
- Looking after customers as you would wish to be looked after yourself.
- Discovering new ways to assist those you serve.

What Is Bad Customer Service?

- Poor communication skills.
- Lack of commitment and confidence.
- Poor attitude towards customers.
- Not listening and giving feedback to the customer.
- Lack of training.

How to Maintain Good Customer Care

1. How do you maintain good customer care? Here are a few pointers:
   - Be professional.
   - Use the customer's name.
   - Say please and thank you when asking customers for information.
   - Make eye contact when you greet the customer.
   - Explain your reasons when you have to say no to a customer's request.
   - Be approachable: show your interest in the customers' needs.
   - Take pride in your work and environment.
   - Let them know what their options are.
   - Do not criticize your colleagues and company.
   - Smile, it does not cost anything.

2. Security Officers should try to understand things from a customers' point of view and identify possible sources of irritation.

3. Some will be obvious and others not so, just be aware of them. Customers should always be listened to and no reasonable request refused.
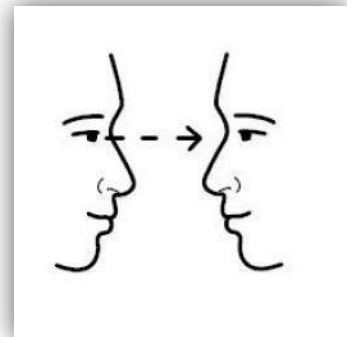
Summary

1. Customer care is very important therefore, it is vital as Industrial Security Officers that you understand its importance.

2. If you have a clear understanding of customer care, you will be able to resolve and deal with any problems and avoid further issues.

3. No matter how busy you are, you only get one chance to make a first impression; it takes a thousand good impressions to make up for one bad one!

Lesson 2.9 Types of Reports
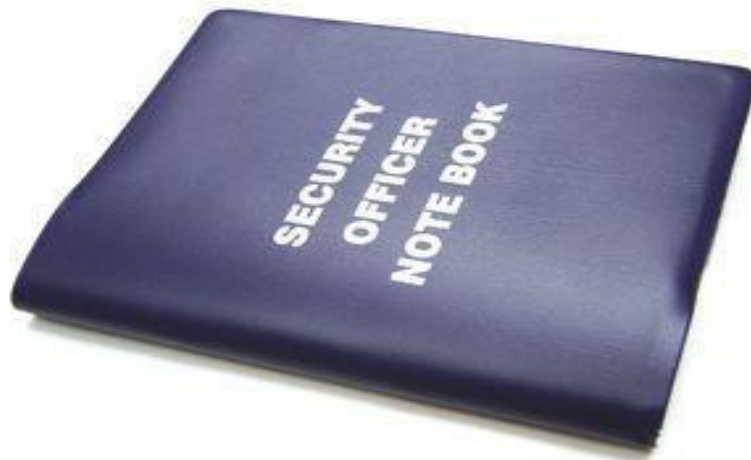
Types of Reports

Objectives

1. Teach Security Officers the correct use and methods of using a notebook to keep records that will help them make written and verbal reports.

2. Introduce students to the different types of reports within the Saudi Aramco Industry Security Organization and how to compile and present them.

3. Introduce students to the methods of presenting written reports.

4. The objective of this lesson is to teach students how to present verbal reports.

Learning Outcomes

By the end of this lesson, you will be able to:
- Identify the correct use of the Security Officer's Notebook.
- Record information as per current regulations.
- Maintain the Security Officer's Notebook.
- Identify different industrial security reports.
- Write reports used within the Saudi Aramco Industrial Security Organization.
- Present written reports.
- Describe the classification of documentation within the company.
- Perform company standard writing techniques.

Use of Notebooks

A Security Officer's notebook is a valuable tool; however, there are rules that must be followed when using one. These are:

- Use the notebook to record both routine and unusual events.

- Security Officers can use their notebook to refresh their memory. They should not rely on the opinion of others.

- Do not use the notebook for personal reasons. Security Officers should remember that one day it could be inspected if referred to in testimony.

- Do not tear out pages. Only cross out words by using a single line through the word(s) leaving it legible. Remember to initial any changes.

- If the Security Officer needs to follow up a Notebook entry with a full report, they should do so quickly while their memory is fresh.

- The initial report can be a copy from the notes, especially if the report is important or complex. The notebook may become evidence in an official legal or company proceeding. This means that the notebook must be a true reflection of the incident.
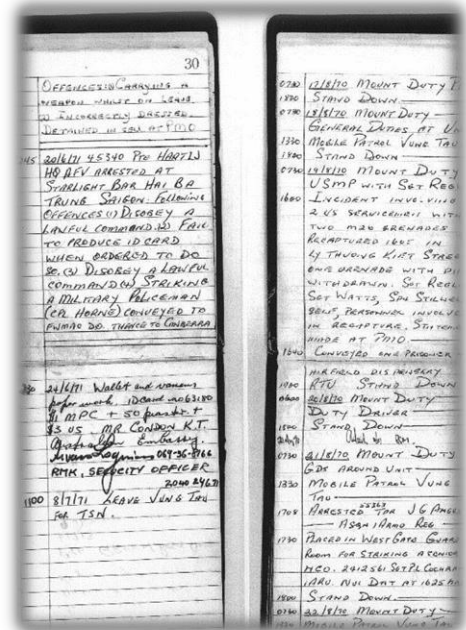
Points to Remember — Do's and Don'ts of Filling out a Notebook

DOs:

- The day, month and year should be recorded and underlined at the beginning of the day.
- Plan what to write before starting.
- Entries should be made in ink (preferably black).
- Entries should be made at the time of the event, or where circumstances do not allow, as soon as possible after the event.
- Entries should be made only on the lines of the page and all lines and pages should be used.
- Each entry should include time and location.
- Record names and addresses of any witnesses.
- If the incident involves vehicles, offenders, witnesses or possible information about incidents, full details such as registration and serial numbers should be given.
- If you make a mistake put a line through it, make your initials near the change, date it and start again.
- If you use scrap paper, transfer to your Notebook later but you must keep the original paper (primary evidence).

DON'Ts:

- Don't use pencil as it smudges, it can be altered and does not photocopy well.
- Don't use correcting fluids: put a line through errors and make your initials near the changes.
- Don't overwrite any information.
- Don't write between the lines on the page.
- Don't use loose-leaf paper they could become damaged, lost or fall into the wrong hands.

Saudi Aramco Notebook Guidance

- Fill in the notebook number on the cover.
- Fill in the dates when the book was used.
- Write your full name on the inside front cover page.
- Write in your ID number.
- Write in your job assignment (work area).
- Write in the place where you are stationed.
- Write down the important phone numbers on the inside back cover page.
- Write down the important radio call signs.
- Write down any important job information you wish to have.

Daily Activity Logs through the Security System

- Visitors Book.

- Key/Swipe Card Register.

- Search Register.

- Accident Book.

- Incident Reports.

- Written evidence for police or investigative purposes.
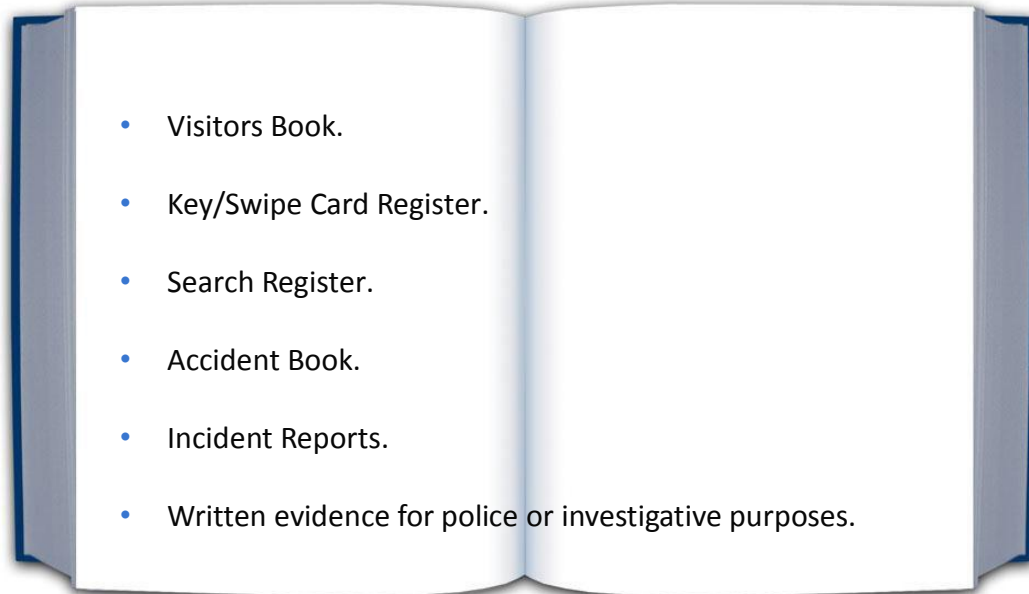
1. These are just some of the types of reports or registers that are required within the security department to document different types of incidents.

2. There will also be reports and registers, which are only for that particular site or area where the security officer is working from in addition to company requirements. Make sure you select the proper report form designed for a specific incident.

Incident Reports

1. An incident report is a very important document for a number of reasons. A report can form the basis of investigations, more detailed reports and any subsequent actions. An incident report can also be used as vital evidence in court or a hearing (as long as the report is authentic and correctly maintained).

2. Examples of the type of incident requiring a report:

- Reporting a crime (Break-in, theft from within the premises or criminal damage).

- Challenging a suspected intruder.

- Recording a suspicious incident.

- Emergency evacuation (fire/gas leak/chemical spillage).

- Flood.

- Electrical power failure.

- Accident involving injury.

- Incident involving a member of the public (fighting, trespassing etc.)

Traffic Violation Report

Security Officers may be required to complete a Traffic Violation Report. It is important that it is completed correctly, as this may be used in disciplinary proceedings against an employee of Saudi Aramco or used as evidence if the matter was taken to court or a hearing.

Visitors Log

Visitor logs are an important document to maintain. It shows who and when persons entered and left the site, their reason for the visit and vehicle details.

Presenting Written Reports

Written Communication

1. These may consist of:
    - Duty Sheets
    - Search Registers
    - Incident Reports
    - Time Sheets
    - Handover Records
    - Accident Reports
    - Notebook
    - Statements

2. Reports may include diagrams as well as written words.

What Makes a Good Report?

A good report is one that is well written and is identified by six necessary qualities. A well-written report is:

- **Factual**:   The report contains only facts, i.e., what has actually happened or is really true.
- **Accurate**:   The report has no mistakes or errors. It is precise. It is exact.
- **Clear**:   The report is not confusing and is easily understood.
- **Concise**:   The report states much in a few words by removing all unnecessary details.
- **Complete**:   The report includes all necessary information, such as who, what, when, where, why and how.

- **Timely:**   The report should be completed as soon as possible.

Points to Remember — Report Writing
1. DOs
- The day, month and year, should be recorded and underlined at the beginning of the day.
- Plan what to write before starting.
- Entries should be made in ink (preferably black).
- Entries should be made at the time of the event or where circumstances do not allow, as soon as possible after the event.
- Must be legible and understandable. Use clear, simple English, and if necessary, print; do not use jargon or abbreviations.
- Entries should only be made on the lines of the page and all lines and pages should be used.
- Each entry should include the time and location.

- All surnames should be in block capitals.
- Record names and addresses of any witnesses.
- If the incident involves vehicles, offenders, witnesses or possible information about incidents, full details such as registration and serial numbers should be given.
- Entries should also be made when dealing with an incident, which may result in civil claims or proceedings.
- If you make a mistake put a line through it, initial and date it and start again.
- If you use scrap paper, transfer to your notebook later but you must keep the original piece of paper (primary evidence).

2. DON'ts

- Do not use pencil as it smudges, it can be altered and does not photocopy well.
- Do not use correcting fluids: put a line through errors and initial alterations.
- Do not overwrite any information.
- Do not write between the lines on the page.
- Do not use loose Leaf paper; they could become damaged, lost or fall into the wrong hands.

Advantages of Written Communication

- Facts can be clearly stated.
- Permanent reference or record.
- Can be planned.
- Proof of communication.
- Can be used as evidence in courts.
- Proof that the duties were carried out.
- Paperwork can be sent to, or read by, a third party.

Disadvantages of Written Communication

- More time consuming and lacks the impact of oral communication.
- No immediate feedback.
- Some people have problems reading and writing.
- Cannot be sure communication has been read and understood.
- Paperwork can be read by third party.
- Require storage systems.

Writing Reports

1. When writing a report, Security Officers should use the following structure to ensure accuracy and clarity.

2. Give the report:

- **Beginning:**   -   **Heading/title;** Include, who report is to, subject, date and authors name.

- **Middle:**   -   **Body;** should contain the detailed information and could include diagrams, plans, maps etc.

- **End:**   -   **Sign off;** should show who wrote the report by means of the authors' signature and date.

3. Use your notebook entries whenever possible.

Planning a Report

When planning a report, you must consider:

- Who is going to read the report.
- Who is writing the report.
- Subject heading and full date of the incident.
- Content is factual, chronological order.
- Include names, vehicle registrations etc.
- Do not use abbreviations.
- Remember the Accurate, Brief and Clear (ABCs) of communication.
- Corrections must be neatly ruled through and initialed; ensuring that the erased words can be read.
- Sign, date and if necessary, number each page.

Example Report

To: The Security Manager
From: Security Officer S. GUARDE
Date: 28 February 2013
SUBJECT: - Refusal of routine search — Mr. D SMITH

At 1655 hours on Wednesday 28 February 2013, I was Gate Duty Officer on Number 3 gate in company with my colleague, Security Officer Ahmed AL FAISAL. I was ordered to carry out a routine search at random, as the workforce-finished duty at 1700 hours.

At 1715 hours the next employee Mr. David SMITH, Employee Number 1270, employed as an IT Supervisor was selected for a random search.

This employee refused to be searched. I invited him to enter the gate office for a routine search and he replied, I don't want to be searched."

I advised him that it was a condition of his employment contract that he should submit to a search when requested and I again invited him to be searched. He again refused and said, "I'm not agreeing to a search."

I did not suspect that he was in possession of any unauthorized company property but I advised him that he would be reported for misconduct. He did not reply to this and when I asked him to initial the entry in the search register, he refused. He left the premises at 1725 hours.

Signed ………………………………….
S. GUARDE   Security Officer

Presenting Verbal Reports

Verbal Reports

1. Your verbal report should be brief, powerful and show that you are professional in your duties. Effective verbal reporting involves more than choosing the right words. It should be backed up by a reliable and convincing delivery. Some guidelines to follow are:

   - Identify yourself by name and badge number in case others don't know you.
   - Speak confidently.
   - Speak clearly.
   - Project your voice so all can hear.
   - Gain good eye contact with each participant.
   - Use short, powerful statements.
   - Avoid cautious language that weakens the strength of your words.
   - Be clear. Use only simple language. Explain technical terms.
   - Be accurate. Give the exact data on times, dates, places, persons, objects, and happenings.
   - Be brief. Say only what needs to be reported. You are not reporting a story. You are reporting a happening that has a definite beginning, middle and end.
   - Present the information in the order in which you became aware of it or in the order in which it happened.
   - Do not include opinions and guesses in your reports. If your opinion is wanted, your supervisor will come and ask you for it.
   - Use your notebook entries to tell your report.

2. Also, consider the non-verbal aspects of communication. You must be aware of your posture, voice tone, hand gestures and body language. In general, you want to appear pleasant, self-confident, and positive.

3. Just because your report is spoken does not mean you should not prepare for it as thoroughly as you would for a written report.

Use of Voice

1. **Volume***:* Most people talk too quietly. Speak louder than you would when having a normal conversation with the person. People have different abilities to hear, so don't shout, but rather speak loudly enough to convey enthusiasm and authority. Use changes in volume; increase to add emphasis, decrease to command careful listening and express emotion.

2. **Pitch***:* Do **NOT** use a boring or dull tone. Changing the pitch brings your verbal report to life.

3. **Speed***:* Do **NOT** talk too quickly; speak slower than you would in everyday conversation. Your audience will have time to think about what you are saying (again bear in mind individual differences in both intelligence and hearing ability) and you will have more time to think about what you are going to say next.

4. **Pause***:* Pause to stress the point you have just made or are about to make again. Make it longer than you think that it should be. If you stop to look at notes stop talking and **PAUSE** and **BREATHE.**

5. Depending on the verbal report you are going to deliver, you may want to rehearse it before hand, some suggestions to work at improving your delivery are:

   - Practice giving your report in front of a mirror first.

   - Watch a clock to see how long it takes; you can then change it if you need to.

Body Language

1. **Hands:** Do not put your hands in your pockets and do not play with pens or items in your pockets. If your hands are a problem, put them behind your back to start with until you are well into the presentation, and then you can bring them forward and start using them to highlight points. If you use your arms and hands, make the gestures confident and use them **ONLY** to add **VALUE** to what you are saying.

2. **Mannerisms:** Other people can see them; we usually cannot. Avoid them if possible especially the ones connected with tapping your feet. This encourages people to look down and not pay attention to the parts of your body you are actively using in your report.

3. **Facial expression:** Smile on occasions but do not overdo it. Use an appropriate expression for the message you are getting across. Let it happen naturally.

4. **Posture:** Openness; do not fold your arms or turn your back.

5. **Uniform:** Make sure your uniform is clean and tidy.

Feedback on Your Verbal Report

After giving a report, ask a trusted colleague to review your actual report privately for feedback on how your performance was seen by others. Practice and repetition will improve your verbal report skills dramatically. The more reports you deliver the better you will get and the more you will earn respect from management and your colleagues.

Summary

1. Remember a Security Officer's Notebook could be used in many ways. It is there to help you to recall exactly what happened, where and when.

2. It is important you write down clearly and accurately everything that could be useful to you or other investigators in the future.

3. Always remember to stop and think about what you are going to write and how you will present the material. This will help you keep your reports clear, concise and easy for everyone to get the fact**s.**

4. As a Security Officer, you will be expected to deliver written and verbal reports.

5. The reports must be clear, accurate and in an agreed format that is legally compliant.

6. There are many types of report that you will be asked to complete during your duty as a Security Officer. It is important you learn all of them quickly and you complete them accurately as many of them may be used in an investigation in the future.

7. The verbal report must be clear, accurate and in an agreed format that is legally compliant.

8. Verbal Reports are very important and it is vital that you prepare and practice before delivering them.

Lesson 2.10 Confidential Information

Confidential Information

Objective

The objective of this lesson is to teach you about Confidential Information, the classification of information and the actions you should take if you suspect a breach of information security.

Learning Outcomes

By the end of the lesson, you will be able to:

- Describe Confidential Information.

- List the security classification of information and documentation.

- Identify the classification of documentation within the company.

Introduction

1. Any large organization will have confidential Information that could be useful to others. As a Security Officer, it is important that you have the necessary knowledge regarding confidential information and how we deal with it within security.

2. Confidential information can be any information that someone could use to give them an advantage to harm Saudi Aramco or its people.

3. Sometimes the information may not be marked confidential, however, if a criminal learned of it and used it to plan an attack; it has suddenly become information that should be considered confidential. An example: A Security Officer mentioning to a friend that his team always go for breakfast together every Thursday morning to a specific place. An adversary could use this information to plan an attack on the officers.

4. As a Security Officer you will be required to monitor all forms of information within your area of responsibility to ensure, that Saudi Aramco assets and interest are well protected at all times.

What Does Confidential Information Mean?

This falls into two categories:

- **Confidentiality.** This is the ethical and professional duty not to disclose confidential information to a third party (someone who does not normally have access to the information).

- **Confidential Information.** This is information that should be accessible only to persons authorized to have access to it. Confidential information may be used by outsiders to disrupt or damage a company's business operations. It is the Security Officer's responsibility to help protect confidential information.

Why Is Confidentiality so Important?

- **Intellectual property** is defined as original creative work or information which is legally protected by the person or organization who owns it. Example: a patent, trademark, trade secret or copyright.
- Intellectual property and trade secrets need to be protected from competitors and those who want to harm the person(s) or company.
- Improper distribution of information about current business objectives or future projects may harm the business.
- Confidentiality is necessary for employee security, and for the security of their families.
- Protection of the company assets from external threats is why Security Officers are here… It is a VERY important role.
- Confidentiality is important to the organization because if the information is revealed, it will cause damage to Saudi Aramco.

Confidentiality is based on four basic principles:
1. A business has a right to privacy – this should be protected.
2. Respect for human relationships in which business information is shared.
3. People appreciate the importance of confidentiality to both business and employee information.
4. Expectations that people responsible for protecting the information – will protect the information.

Confidential Company Information

Here are examples of confidential company information:

- Location of cash and valuable materials.
- Movement schedules of cash and valuable materials.
- Emergency and disaster plans.
- Industrial Security work schedule.
- Industrial Security Post locations and Post Orders.
- Policies, procedures and GIs.
- Radio frequencies.
- Types of security barriers, fencing and lighting.
- Personnel and vehicle ID systems and documents.
- Company personnel records and personal information.

What is Classified Information?

1. Classified Information is given classification level (described below) and clearly marked.

2. It is used to protect information from deliberate or accidental release to unauthorized persons.

3. Information within organizations is often classified at different levels. The level and names can vary from organization to organization. Security Officers must abide by the orders to keep classified Information from reaching outsiders.

4. Classified information is meant to be seen only by authorized people for reasons of high security. It is classified into different levels:

   - Unclassified.
   - Commercial In confidence.
   - Confidential.
   - Secret.
   - Top Secret.
   - Your Eyes Only.

CONFIDENTIAL

**INDUSTRIAL SECURITY OPERATIONS
EMERGENCY RESPONSE PLAN**

CONTENT: This Emergency Response Plan (ERP) establishes the procedure to respond to the possible events/threats that occur in Saudi Aramco vital/restricted facilities, including community areas. This is to enable Industrial Security Operations ISO personnel be prepared to manage emergencies effectively whenever it operates.

1. DEFINITIONS

   A. Industrial accidents: An injury inflicted deliberately by someone else can count, e.g. an assault, as long as it was not intended by the victim. Other examples follow; Fire/explosion, Flammable vapor release, Toxic Vapor release (e.g., H2S), Hazardous material spills, Pipeline rupture, Plant disaster, Plane crash, Motor vehicle accidents (MVA) and/or Major industrial accidents.

   B. Security incidents: Brief clashes or other security disturbances generally of a

Information Leak

Possible results after an information leak are:

- Loss of company assets.
- Adversary can gain access into sensitive company areas.
- Disruption of company operations.
- Successful acts of terrorism against company personnel.
- Successful acts of sabotage against company installations.
- Personnel shame or embarrassment for company employees.

Prevention

1. Security Officers shall:

   - Not discuss Saudi Aramco activities or information with friends or strangers.
   - Not use company information to gain personal favors.
   - Leave company information at work when going home.
   - Avoid strangers who try to draw you into a conversation about the company.
   - Be alert when others talk about company information
   - Be aware and alert to discussions that involve confidential information

2. If you suspect that someone is leaking company information:

   - Protect the person's identity.
   - Make notes on the What, When, Where, Who, Why, and How of what happened?
   - Write a complete report on the incident.
   - Submit the report to your Supervisor as soon as possible.
   - When in doubt, write the report and submit it.
   - Be alert at all times.

Summary

1. Confidential information can be stored in a variety of ways i.e., (filing cabinets, PC hard drives and in people's minds).

2. Security measures and appropriate methods of storage should be put in place for confidential information.

3. At times, classified Information can go missing or be stolen; therefore, it is important that you as Security Officers are aware that you are employed to protect Saudi Aramco's assets.

4. As an Industrial Security Officer, it is your job to not give away any information that could be useful to others outside the company and to encourage others to do the same.

5. It is the job of the Security Officer to report information disclosure that might be suspicious and encourage others to do the same.

6. Security Officers must protect confidential information.

Industrial Security Operations

Contents

Lesson 3.1 The Threat

The Threat

Objective

The objective of this lesson is to familiarize Security Officers with the potential threats towards Saudi Aramco and identify the Security Threat Alert Levels.

Learning Outcomes

1. Explain the threats towards Saudi Aramco.
2. Explain the Aramco security threat levels.
3. Understand potential breaches to security and how to deal with them.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify potential threats
- Describe past attacks on Saudi Aramco
- Identify the security threat alert levels
- Identify potential security threats to cyber systems and information technology
- Describe events that constitute a breach of security
- Describe security incident procedures

Why Is There a Threat?

1. Since the 1970s, Saudi Arabia has stood as the oil- producing nation with the greatest influence on global petroleum markets. As a leader in the market, threats to Saudi Aramco could potentially destabilize Saudi Arabia's influence as the dominant global oil power.

2. With the largest proven reserves, highest exports, and most spare capacity of any country in the world, Saudi Arabia's sway over oil supply and prices has been unchallenged. However, any prolonged disruption of Saudi producing capability could seriously destabilize Saudi Arabia's influence as the dominant global oil power.

What is a Threat?

In order to identify the current threat you must first understand what is meant by the term threat. This can be described as:
- An expression of an intention to inflict pain, injury, evil, or punishment
- An indication of impending danger or harm
- One that is regarded as a possible danger; a menace

Types of Threats

1. Threats can be natural, accidental, criminal, or terror-related.

2. They can come from within a company or from outside.

3. The frequency of the event and/or how the event weakens the company will determine the threat level.

4. Natural threats include violent sand storms, lightning strikes, floods, earthquakes, or other types of natural disasters that may occur frequently.

5. Accidental threats relate to factors that can cause accidents. These include the types of machinery operated, the types of materials used/or created, and/or the types of activities performed. For example, a refinery has a higher accident threat potential than a gardening facility because it uses and produces many hazardous materials.

6. Crime-related activities occurring nearby a company facility may indicate the potential for criminal threats. For example, sabotage from within the company.

Whom Is the Threat from?

The threat can come from a number of sources but generally:

-   Efforts to secretly destabilize Saudi Arabia:
    -   International-sponsored
    -   State-sponsored

-   Militants—Anti Western sentiment

-   Grievance/Hard Feelings—Employees and Non-employees

The Threat Level Matrix

1. The Threat Level Matrix is to provide ISO personnel with guidelines to be used based on defined threat levels.

2. Saudi Aramco facilities are put at an alert level according to the threat level at that facility, for example, one facility could be at a high alert level while another facility could be at a medium alert level.

3. The Saudi Aramco Threat Level Matrix is shown at the end of this section. This Matrix should be displayed at your Post and you should make sure you are familiar with your roles within it.

Actions to Be Carried Out during Security Threat Levels

1. ISO Personnel must adhere to the guidelines in the table in addition to the internal instructions approved by the ISO Manager in the area.

2. **Important Note:** Threat levels will never change unless directed by the ISO General Manager.

Terrorist Motivation

To understand the threat of terrorism you must understand what motivates the individual, group or organization. First, you should define what is meant by a terrorist attack.

Terrorist attacks:

"The unlawful use or threatened use of force or violence by a person or an organized group against people or property with the intention of intimidating or forcing societies or governments to do things they would not ordinarily do, often for ideological or political reasons. Some examples are: anthrax (deadly disease from sheep or cows), kidnaps, hijacks, hostages, sabotage and/or bombs."

What Motivates a Terrorist?

- **Political -** To change political beliefs or policies.
- **Social -** To change a way of life.
- **Issues -** To protect something believed to be important.
- **Religion -** To rid the world of perceived evil or objectionable practices.
- **Ideology -** To change fundamental beliefs of a group or culture.
- **Economic -** For financial gain or loss
- **Revenge -** To seek perceived justice.

For Example, the Khobar Towers bombing was a terrorist attack on part of a housing complex in the city of al Khobar, Saudi Arabia, located near the national oil company (Saudi Aramco) headquarters in Dhahran on June 25, 1996.

At that time, the Khobar Towers was being used as quarters for foreign military personnel.

Characteristics of a Terrorist Attack

- They happen unexpectedly.

- They are usually well planned (and rehearsed).

- They can occur at any time of day or night.

- Usually when the maximum number of people are present, so the attack has the most impact.

- Anyone is a potential target (including a terrorist/suicide bomber).

- Any place is a possible target.

Bombings - Using explosive devices that are detonated under certain conditions. The following are types of bombings:

- **Vehicle Bomb also referred to as a Vehicle Borne Explosive Device (VBED) -** Normally a car, bus, or other vehicle used to target buildings or large gatherings of people.

- **Booby Trap also referred to as an Improvised Explosive Device (IED) -** Use objects or mail to attract the target into position.

- **Suicide Bomb -** Use a person (or persons) to gain close proximity to the target (may be in a vehicle, hand carried, or worn on the body).

Other forms of terrorist attacks:

- **Hijackings -** Forcing at gunpoint the driver of a vehicle, train, airliner, or ship to follow certain commands.

- **Kidnappings -** Seizing and detaining or carrying off a person (or persons) by force or fraud, often with demands to be satisfied for their return.

- **Drive-by shootings or attacks -** Kill or injure human targets (randomly or specifically) from a moving vehicle (or using the vehicle as a weapon).

- **Ambush -** Kill or injure human targets from a concealed position.

- **Assassination -** Murder of officials or individuals by secret attack.

Previous Attacks

Saudi Aramco – Abqaiq

Two suicide bombers tried to drive two cars packed with explosives into the Abqaiq compound on Friday February 24, 2006 at 3:10 p.m.

Saudi Aramco Cyber Attack

In August 2012, some 30,000 computers were damaged because of a cyber-attack aimed at stopping oil and gas production in Saudi Arabia, the biggest exporter in the Organization of the Petroleum Exporting Countries

Minimizing the Threat

1. To prevent an attack you must first attempt to minimize the threat to company assets. As Security Officers, you can do this by:

   - Recognizing an unusual activity.

   - Confirming suspicions that the activity could potentially be a threat.

   - Immediate evaluation of the possible outcome.

   - Quick response to the threat.

   - Remaining alert at all times.

Surveillance:

1. Anyone seen monitoring activities near key facilities or buildings? (Suspicious persons taking notes, drawing pictures, looking at maps, using binoculars, using a video camera, still camera, or cell phone cameras, maps, etc.?)

2. The same vehicle repeatedly driving past or parked for an extended time near a key facility?

3. Anything moved or out-of-place? (Have trash containers been placed too close to a building? Have small trees been planted to block your view of a key area and screen covert activity? Have crash barriers that prevent straight-line vehicular access been moved or removed?)

Suspicious Questioning:

1. Anyone attempting to gain personal or company information, either in person, by phone, mail, or email about a key facility or the people who work there?

Tests of Security Safeguards:

1. Has anyone tried to penetrate, test or bypass physical security perimeters or crash barriers at a key facility?

2. Has anyone attempted to bring in illegal goods or materials that could potentially be used for a terrorist attack? (Unusual items that normally are not delivered to a key area?)

Acquiring Supplies:

1. Has anyone been seen attempting to acquire explosives, weapons, ammunition, or dangerous chemicals?

2. Are there any uniforms, badges, ID cards, or vehicle stickers missing?

3. Has anyone reported missing plant layout, engineering drawings, or emergency response plans for a key facility?

4. Anyone purchase or obtain items in quantities that, under suspicious circumstances, could potentially be used in a terrorist attack? (Even if the materials were obtained legally?)

Suspicious Persons:

1. Anyone out-of-place or dressed inappropriately for the location? (Report suspicious persons in or near an office building, on a plant, in a facility, in an on-camp public area, or in on-camp residential housing.)

Action and Response

To prevent or lessen the effect of an attack, understand the possible outcome of the threat and **think like the terrorists**!

- What do they hope to accomplish from the attack?
- Are they trying to prevent or choke oil/gas exploration or flow to an area or processing plants?
- Do they want to stop oil/gas production or delivery?
- Do they want to kill or hurt the maximum number of employees?
- Do they want to make headlines to attract publicity for their cause?

Take action that either prevents the attack and extensive damage to company personnel and assets.

Call for assistance! Do not ignore the threat—it will not go away!

Roles	An attack has occurred against a Saudi Aramco facility or when directed by government	Credible Intelligence indicates that an attack against a specific Saudi Aramco target is imminent, or when directed by government.	There is a general risk of terrorist attack within Saudi Arabia or a general reference to targeting Saudi Aramco or its personnel.	There is a potential risk of terrorist attack within Saudi Arabia, but not specific to Saudi Aramco or its personnel.	Normal operations
	RED	**ORANGE**	**YELLOW**	**BLUE**	**GREEN**
Security Man	**Vehicle Search and Sticker Verification** Limit Affected Facility access to Emergency Vehicles and Personnel only (check authenticity) unless otherwise instructed by Shift Superintendent or higher ISO authority	For non-restricted areas: Vehicles search at peak times: Minimum 50%. Vehicle search off peak times: 80%. Vehicle search for restricted facilities/areas: 100%	For non-restricted areas: Vehicles search at peak times: Minimum 30%. Vehicle search off peak times: 40%. Vehicle searches for restricted areas: 100%	For non-restricted areas: 10% Vehicle search at peak times. Vehicle search off peak times: 20%. Vehicle search for restricted areas: 100%	Routine
	Bags/Deliveries/Goods/Boxes/Parcels Lockdown affected facility unless otherwise instructed by Shift Superintendent or higher ISO authority	Limit Facility access to essential deliveries with 100% vehicle check by mirrors, detection device or K-9	Search all deliveries and search any suspicious items or vehicles	Randomly check all deliveries and search any suspicious items or vehicles	Routine
	Pedestrians/Vehicle Passengers ID cards display and validity verification Limit Affected Facility access to Emergency Vehicles and Personnel only (check authenticity). No other Aramco personnel movement into/out or within affected Aramco site without Shift Superintendent or higher ISO authority	Limit Facility Access to essential personnel only. Random ID Card Check during rush hours. 100% ID Card Check during all other times. 100% ID Card Check in Restricted Areas	Random ID Card Check during rush hours. 5% ID Card Check during all other times. 100% ID Card Check in Restricted Areas	Random ID Card Check. 100% ID Card Check in Restricted Areas	Routine
		Limit Facility Access to essential personnel and vehicles only. Random Body Search as required.	Limit Facility Access to authorized personnel and vehicles.	Body search if suspicious with handheld metal detector	Routine
	Emergency Response Permitted into/out within affected Aramco site (check authenticity). Limit Facility access to Emergency Vehicles and ISO or Senior Management Specifically Authorized Personnel as identified at the Outer Check Point by a designated Security Man	Permitted into/out of within Aramco sites (check authenticity). Reduce access to one lane per gate	Permitted into/out of within affected Aramco sites (check authenticity). Close non-essential lanes after rush hours	Permitted into/out of within affected Aramco sites. Close lanes when not in use	Close lanes when not in use
	All non-Essential staff - Lockdown. No Visitors - without specific Shift Superintendent or higher ISO authority. **No Contractors** - without specific Shift Superintendent or higher ISO authority	Essential staff only at work. Restrict Visitor Access to immediate family members only. Limit Temporary Gate Access for contractors with essential work unless otherwise instructed by Shift Superintendent or higher ISO authority	Only authorized Company personnel, contractors, and official visitors allowed into Aramco business/industrial facilities. Implement more restrictive procedures for visitors to Residence camps.	No special restrictions. Normal Visitor Access. Permitted into/out of within affected Aramco sites	Normal Visitor Access
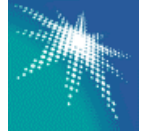
Lesson 3.2 Explosives Threat

Explosive Threats

Objective

The objective of this lesson is to provide the student with the knowledge required to take the appropriate action in order to protect others in the immediate area if they find a suspicious item which may be an explosive device.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know the appropriate action in order to protect others in the immediate area if they find a suspicious item which may be an explosive device.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify suspicious activity.
- Describe different types of explosive device.
- Demonstrate actions on the event of a vehicle borne explosive device.
- Demonstrate actions on the event of an improvised explosive device (IED).
- Identify the countermeasures for explosive threats.

Introduction

Security officers need to always be aware of the tactics used by persons or groups who may wish to use explosive devices to cause harm and damage to Saudi Aramco's people and property.

The security officer needs to understand the threat of an improvised explosive device or (IED).

The IED has become an important tool for the terrorist because:

- IED's and VBIED's (Vehicle Borne Improvised Explosive Devices) pose a serious threat to persons and property.
- They can blend into almost any environment.
- The terrorist does not have to be present when it is detonated.
- There may be more than one device.

Types of Suspicious Devices and Packages

- **Nonexplosive -** This may be an object or information which may indicate that an IED or VBIED is being planned to be used or has been planted. This can include such things as documents about the making of an explosive device or about the target and location where it will be used. It may also include information, diagrams or actual parts of a device planning to be made.

- **Firearms or Ammunition –** Firearms and ammunition are not typically considered IEDs, but their presence may indicate the potential for explosives

- **Explosives** – Any sign or evidence of explosives could mean an IED or VBIED. The Security Officer needs to be able to identify the different types of component parts such as detonators, timers and the materials needed to package and transport explosives.

Actions on Finding a Suspected IED

There are a number of things that you should do if you suspect you have found an IED:

- **STOP** whatever you are doing.
- **MOVE AWAY** from the device.
- **CLEAR** the area of all personnel.
- **DO NOT** use a radio near the device.

The Scene

At the scene of a suspected IED, it is important to remember that the terrorist may still be in the area and could detonate the device at any time. The device could be triggered by many different methods such as timers, mobile phones, tilt switches, infrared signals, etc. The Security Officer should touch as little as possible before evacuating the area.

Communication

All radio devices send a form of signal through the airwaves, so it is important that you DO NOT transmit a signal within the below distances:

- Personal radios – 15 meters
- Vehicle radios – 50 meters
- Mobile phones – Do Not Use

The Five "C"s

 If you have discovered an item and you are unsure of its purpose, you should follow these steps:
- **Confirm -** That it may be a device without moving or touching it. Memorize what you have seen for when you report.
- **Clear -** Everyone away from the area, starting from the inside outwards.
- **Cordon -** Cordon off the area and protect the scene.
- **Control -** Prevent anyone from entering the danger area and control the situation until assistance arrives. NO PERSON (including the Security Officer) should touch or move the suspected device.
- **Call –** Call the RSCC ASAP and report the suspicious item with a full and detailed description.

Threat Description

1. The following are types of IED's or VBIED's. The typical amounts of explosives that may be found in these devices is mentioned but there may be more or less quantities and the explosive effect is dependent on a number of factors including the type of explosive, what may be packed with it, how the explosion is contained and in what environment is it detonated.

2. The evacuation distances are therefore a guideline and you should always where possible give as much distance between people and the device as possible.

Types of Devices

Pipe Bomb

1. The pipe bomb is usually a short section of steel pipe containing the explosive mixture and closed at both ends with steel or brass (type of metal 67% copper and 33% zinc) caps. A fuse is inserted into the pipe with a lead running out through a hole in the side or capped end of the pipe. The fuse can be electric with wires leading to a timer and battery or can be a common fuse, such as used in most consumer fireworks.
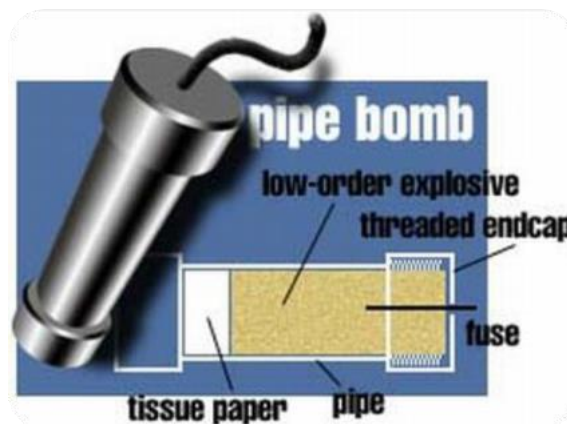
2. All of the components are easily obtainable. If sharp objects, such as nails or broken glass, may be added inside the bomb in an attempt to increase the amount of injury.

    - Characteristics: May contain 2 kg. of explosives.

    - Evacuation distance—100 meters.

    - Pipe bombs are often connected together to make a PBIED (Personal Borne Improvised Explosive Device or Suicide Vest).

Briefcase Bomb

The explosives can be easily concealed in this everyday object and it may be packed with nails, ball bearings, nuts/bolts to create additional projectiles.

Characteristics:

- May contain 23 kg. of explosives.
- Evacuation distance—100 meters.

Car Bomb

Vehicles may contain low or high explosive that is easily concealable in a number of compartments. The advantage of the car bomb to the terrorist is that a large amount of explosives can be carried covertly to its intended destination.

- Characteristics: May contain 454 kg. of explosives.
- Evacuation distance—200 meters.

Large Vehicle Bomb

The devastation caused by a larger vehicle explosion is very extensive. The limit to the size of explosion may be the fact that the terrorist is unable to obtain the amount of explosives they want.

When considering evacuation, think about the location of the suspected device and device characteristics:

- May contain 27,000 kg. of explosives.
- Evacuation distance—400 meters.

Immediate Action

- All personnel should evacuate the area.

Inside Buildings

- Seek cover.

Outdoors

- Refer to the safe evacuation distances.

The Five "W"s

When reporting the incident, complete the following:

- **What** – did you see? Make detailed notes if possible.

- **Where** – is the suspected device? Draw a diagram, map or write directions.

- **Why** – were you there? What aroused your suspicions?

- **When** – did you discover the device? How much time has passed?

- **Who** – witnessed the incident? What did they see? Did they see the device placed?
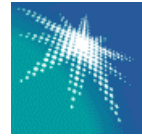
Lesson 3.3 Potential Breaches to Security

Potential Breaches to Security

Objective

The objective of this lesson will be for you to describe potential breaches to security and how we deal with them.

Learning Outcomes

By the end of the lesson, you will be able to:

1. Describe the potential breaches to security and how we deal with them.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify potential security threats to cyber systems and information technology.
- Describe events that constitute a breach of security.
- Describe security incident procedures.

What is a Breach in Security?

"*An act from outside an organization that bypasses or contravenes security policies, practices, or procedures. A similar internal act is called a security violation.*"

Examples of a Breach in Security

Theft or loss of the following:

- Computers and portable computing devices
- Portable electronic media
- Paper files
- Identification IDs and vehicle passes
- Radios
- Weapons and/or ammunition

Unauthorized access:

- IT – passwords
- Restricted areas
- Buildings
- Facilities
- Installations

Potential Threats:

- IT – hacking, Phishing, viruses, etc.

- Workplace violence (attacks, fights)

- Bombing

- Theft and vandalism

The threat to Saudi Aramco facilities, IT, property and most importantly, personnel is real.

Scenes like the attack on Aramco Abqaiq facilities show that an attempt to breach security can come at any time and we must be prepared to respond and react when it happens.

Security Officers must be vigilant at all times and be ready to respond to any breach of security. Expect the unexpected.

Regional Security Control Center (RSCC)

The Regional Security Control Center (RSCC) is the center for all calls, alarms, and response to breaches of security and emergencies.

Depending on the incident, the RSCC will notify concerned organizations to handle emergencies such as bomb threats, suspicious items or a terrorist attack.

The RSCC will contact and deploy:

- K-9 Special Search Unit.
- Fire Protection Department and other services.
- Saudi Aramco Affairs Representative or Government Agencies.
- Medical.
- Loss Prevention Representative.
- Saudi Aramco Special Security Agencies.

- S&IS Executive Director.
- ISO General Manager.
- AISOD Manager, SOS, SSS.
- Specialist Leader and Weapons Coordinator.
- Public Relations Department for photography session if needed.
- AISOD/CSS Security Technical Services and AISOD Security Representative.

The RSCC will also make announcements and send SMS messages as directed by ISO management.

Breach in Security—Security Officer

If you are assigned to a location as a Security Officer and an incident occurs, you are to:

- Respond to the scene as soon as you receive the message from the RSCC.

- Stop the security vehicle at a clear and visible point and start controlling traffic leading to the scene.

- Observe the wind direction for possible isolation and road closure (Depending on the incident such as HAZMAT release).

- Close the access as directed by establishing security cordons*.

- Direct the emergency crew to the right area and facilitate their access.

- Collect and document information about the incident scene and what has/is occurring.

- Stay at the location until directed by the Security Shift Superintendent or Group Shift Supervisor.

- Ensure you act in accordance with the requirements of security threat levels.

*A cordon primarily controls entry and exit into potential danger or restricted access areas. A cordon can be established with a series of roadblocks and checkpoints, but often tape or even rope is also used to inform personnel they cannot enter. Security Officers may be assigned to a post to cordon off the area and control access.

Breach of Security—Security Officer at the Gate

If the Security Officer is assigned to a gatepost when an incident occurs:
1. If there is a greater danger staying at the gate the security officer will need to move.
2. Security Officers with hand-held radios shall leave the gate opposite to the wind direction.
3. If safe to do so, leave the gates open and control traffic and access from the safe zone.
4. If the Security Officer remains at the gate, the inner and outer vehicular gates shall remain open and the officer shall stand at the gate to control traffic with a hand-held stop sign and allow only the emergency vehicles and authorized personnel to enter.

If the Security Officer needs to report an emergency or incident to the RSCC, the officer will need to contact the dispatcher at the RSCC with the following information:

- Security Officer Badge No.
- Name
- Gate number
- Location of the scene
- Type of emergency
- Injuries (if any)
- Wind direction (North, South, East, or West)

The officer must remain on the line (unless it is too dangerous to do so) until told by the RSCC to hang up.

Lesson 3.4 Access Passes

Access Passes

Objective

The objective of this lesson is to introduce you the ID cards and vehicle stickers that are used to gain access to our company facilities.

Learning Outcomes

By the end of this session, you will be able to:

1. Know all the Saudi Aramco vehicle stickers and ID cards used to gain access to company facilities.

Assessment Criteria:

Students will be evaluated on the following competencies:

*   Identify procedures for checking vehicle stickers.
*   Identify procedures for checking ID Cards.

General Instruction (GI) 710.005

1. Vehicle stickers and the "Heavy Equipment Access to Company Facilities" General Instruction (GI) describes procedures and requirements from three related GIs:

    *   710.005
    *   710.007
    *   710.010

2. Employees, consultants, visitors, trainees and contractor personnel entering Saudi Aramco installations and restricted facilities shall have valid stickers displayed on vehicles at all times and shall be directed to park vehicles in designated parking areas. If vehicles do not display valid stickers, drivers shall be directed to park vehicles outside the facilities.

3. Before they are issued to the organizations for use by authorized employees, all company assigned vehicles, including replacement and the U-drive fleet are appropriately assigned company insignia and door numbers (as per corporate policy). U-drive and replacement vehicles (in all areas) are clearly identified and attached with unique U-drive and replacement stickers. The same GI is applied to company owned vehicles (excluding unlicensed equipment) handled and inspected by the Equipment Services Department.

4. Checking identification cards and vehicles is the most performed task at a gate post.

5. The ID card and vehicle stickers indicate which persons and vehicles are authorized to enter Saudi Aramco areas.

Safety Precautions

1. You must always think about your safety and of those around you when traffic is moving and you stepping onto the road to check vehicles coming in and out of our facilities.

2. We can reduce accidents by ensuring safe procedures are adhered to.

3. When checking a vehicle, be sure to stand on the curb as the vehicle approaches. Consider the possibility a driver could lose control of their vehicle and safely position yourself to avoid an incident.

4. At night, make sure you can be seen and wear the appropriate high visibility vest and use a flashlight.

5. Be aware of moving traffic around you at all times.

6. When checking vehicle stickers and ID cards of the driver and passengers, ensure you are in a safe position.

Eligibility for Vehicle Stickers

1. To be eligible for vehicle stickers, all employees, sponsors or drivers must have valid registration documents.

2. The vehicle must have readable license plates on the front and rear of the vehicle and the driver must have a valid driver's license recognized by the Saudi Arab or Gulf States.

3. Post Orders will show what ID passes, vehicle stickers, and materials or equipment documents are needed to allow passage through your post.

4. Security Officers must be acquainted with their post orders.

Examples of Vehicle Stickers

ID Cards

1. When checking vehicle drivers, passengers and pedestrians, Security Officers shall ask to see their IDs before allowing them to enter. Officers must:

    a. Be familiar with the ID Card Chart at their post.

    b. Request of see the ID card when a person comes to the gate.

    c. Check the ID card shown - Does it authorize the person to enter?

    d. Check the photograph - Does it match the person who provided it?

    e. Check the validity – Has the date on the card expired?

    f. Check the card for damage or tampering:

       o Has the lamination seal been opened?

       o Have words or numbers been changed?

       o Has the photograph been altered and does it match the person who presented the card?

2. If the officer suspects an ID card has been altered, defaced, or is in a bad state – the officer shall take

3. the ID card and politely ask the holder to wait. The officer shall inform the Supervisor ASAP and allow the Supervisor to deal with the situation. Under no circumstances, is the person allowed entry. The officer shall not return any suspected card or sticker to the person until advised by the Supervisor.

4. The Security Officer must always be aware of their surroundings and potential hazards. Checking vehicles and IDs can be hazardous with oncoming traffic not able to see the security officer on the road.

Examples of Employee ID Cards

3-10 Employee ID

3-10 Dependent ID

3-10 Training / Consultant / Visitor ID

11+ Employee ID

11+ Training / Consultant / Visitor ID

11+ Dependent ID

11+ Government Employee ID

Distribution Customer ID Cards

Government Employee ID No Privilege

Government Employee Plant ID

Contractor Plant ID Card

Joint Venture ID Card

Contractor ID 0 Privilege

3-10 Retiree ID

Saudi Aramco

Sample

Photo

No Facility ID Card

Saudi Aramco

Photo

Sample

Retiree ID No Facilities

Saudi Aramco

Sample

Photo

11+ Retiree ID

Saudi Aramco

Sample

Photo

Photographer ID Card

Saudi Aramco

Sample

Photo
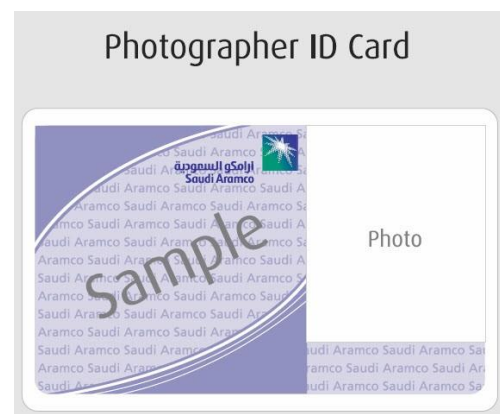
Lesson 3.5 Control Access to Vehicles and Pedestrians

Control Access to Vehicles and Pedestrians

Objective

The objective of this lesson is to teach students how to control access and egress (exiting/leaving) to a site, prevent unauthorized access and maintain the safety of persons and equipment on the site.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know how to control access and egress to a site, prevent unauthorized and maintain the safety of persons and equipment on the site.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify the duties of a security officer when using different methods of access and egress. control.
- State the powers and identification requirements of legal agencies.

The Definition of Access Control

Access Control is the **prevention of unauthorized access or exit (egress) by persons or vehicles to premises and property.**

The Purpose of Access Control

1. Access control provides **SAFETY** by knowing who is on site and providing **SECURITY** by minimizing the risk of criminal, unauthorized or dangerous acts.

2. Access control is one of the primary duties of the Security Officer. The Security Officer meets a wide range of people directly related to Saudi Aramco operations. The Security Officer is typically the FIRST person a visitor will meet upon arriving at Aramco facilities.

3. It is essential that the Security Officer be:

    - Polite, positive and professional (The Three P's).

    - Efficient.

    - Properly dressed at all times.

    - Showing the highest level of personal grooming.

4. The Security Officer uses access control to:

   - **Prevent unauthorized** access and egress (exit).

   - **Allow authorized** access and egress (exit).

Where Does Access Control Take Place?

1. Access control is located at the most vulnerable areas of the building or facility.

2. These include areas such as:

   - Reception

   - Gatehouses

   - Secure storage areas

   - Remote entrances

   - Key/swipe card areas

Who Does Access Control Apply to?

Saudi Aramco sets the level of access control and who it applies to. A wide range of people can be subject to access control, including:

   - Employees

   - Visitors

   - Contractors

   - Delivery/courier personnel

   - Visitors from legal agencies

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Types of Access Control

1. The Security Officer will encounter various methods of access control. The type used depends upon Saudi Aramco's specific needs and requirements and can be **COMPLEX** and **HIGH LEVEL** or **SIMPLE** and **LOW LEVEL.**

2. Access Control systems can be divided into two main types, these are:

   - Electronic
   - Mechanical

Passes

1. There is a range of different passes, including temporary passes for visitors and contractors. One of the Security Officer's duties is to ensure temporary passes are returned when the person is exiting from the premises. Passes are also useful in an emergency, such as the need to account for everyone when evacuating the building in an emergency.

2. Passes fall into two categories:

    • Complex

    • Simple

COMPLEX	SIMPLE

Photographic Pass
• Photograph is scanned by computer and matched with an image in a database
 	
Electronic Cards
• Operates turnstiles / doors
• Computer records entry and exit
 	
Smart Cards
• Limited entry to specific areas
	Cards
	• Carried/worn by employees and checked manually by the Security Officer.
	• They usually have:
	  • Photograph
	  • Name
	  • Signature
	• They **MAY** also have:
	  • Expiry date
	  • Department
	  • Magnetic strip

Information on Passes and Cards

The Security Officer should check passes for the following:

• The pass belongs to the person using it—check photograph.

• The pass has not expired—is the person still employed by the customer?

• The person has access to the area - the pass is not restricted.

• The issuing authority.

• The signature, if there is one.

• The pass is genuine and not a forgery.

• The logo.

Who Might Attempt Unauthorized Access?

1. It is important that the Security Officer is aware of the types of person who may attempt unauthorized access and why. This can include:

   - Ex-employees with a grievance.
   - Newspaper and TV reporters.
   - Beggars.
   - People with criminal intent.

2. Security Officers should be observant and use their experience and instincts to check for suspicious behavior. They must check passes thoroughly.

Detecting Unauthorized Access

- There are **physical and behavioral indicators** of unauthorized access the Security Officer should know:

Physical Indicators	Behavioral Indicators
Such as:	**Such as:**
• Activated alarms • Use of CCTV • Broken or open windows • Broken or open doors • Ladders or ropes • Noises • Open desks	• Someone walking or running away as they are approached. • Someone hiding. • Someone attempting to hide something they are carrying. • Someone in an unauthorized area. • Someone they do not recognize. • Someone not wearing a uniform, where one is normally worn. • Their responses to questions. • Their level of co-operation.

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Visitor Logs

1. The Security Officer will usually be required to maintain a visitor log. Entries in the Log need to be accurate, complete and readable.

2. In an emergency evacuation, visitor logs can be used to account for people.

3. They will usually record the following information:

    • Visitor name and company.

    • Date and time of arrival and departure.

    • Details of any pass issued.

    • Person being visited.

    • Vehicle details including vehicle type and registration number.

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Access Control at Gatehouses

1. Gatehouses are primarily the first point of access/egress (Exit) for visitors to the Saudi Aramco facilities.

2. Access control at gatehouses involves:

   - Vehicles

   - Pedestrians

Access Control – Vehicles

1. The Security Officer is responsible for controlling vehicle access by:

   - Directing vehicles to required areas.

   - Controlling where vehicles should park.

   - Prevention of theft or other deviant behavior.

   - Promoting safe driving habits (wearing seatbelts and not using mobile phones while driving).

   - Helping to ensure timed deliveries are accomplished.

2. The method of access control can vary, but often includes:

   - Barriers

   - Lights

   - Gates

   - Raised curbs

Checks Involving Vehicles and Passengers

1. The Security Officer **MAY** also be responsible for:

    • Issuing passes for vehicles and passengers.

    • Issuing maps of large sites to visitors.

2. The Security Officer **MUST**:

    • Check passengers to ensure they are authorized to enter the facilities or premises.

    • Check passengers In and out of the premises.

    • Be constantly aware of the Health and Safety of everyone working or passing through the access points.

Direction and Parking of Vehicles

1. When directing and/or controlling the parking of vehicles, the Security Officer shall ensure:

    • Vehicles and pedestrians move safely to the assigned or directed parking area

    • If emergency vehicles require access, they are provided priority.

    • Keeping locations where fire hydrants, foam inlets and dry rise mains are kept clear.

    • Directing traffic using clear signals.

2. Drivers can sometimes be difficult to deal with so – **REMEMBER** the **3 P**'s —**P**olite, **P**ositive and **P**rofessional.

Visitors from Statutory Agencies

The location may be visited by Statutory Agencies occasionally. They include:

    • Police in possession of a Search Warrant.

    • Health and Safety Inspectors.

    • Factory Inspectors.

    • Environmental Health Inspectors.

    • Fire Safety Inspectors.

What a Security Officer Should Know Regarding Statutory Agencies

The assignment instructions will detail who the Security Officer must inform when these visitors arrive. They also:

- Are NOT required to give advance notice of their visit.

- Have legal powers of entry.

- Must provide evidence of their identity.

- The Security Officer CANNOT refuse them entry.

Violations or Problems with Access Control Systems

Any problems or violations of the customer's access control **MUST** be recorded in the Daily Activity Log (DAL)

Lesson 3.6 The Crash Barrier

The Crash Barrier

Objective

The objective of this lesson is to be able to operate the crash barrier safely and correctly as per the manufacturer's manual.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Operate the crash barrier safely and correctly.
2. Operate the road blades safely and correctly.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify the components of the Master Control Panel (MCP).
- Operate the Master Control Panel (MCP).
- Identify when to deploy the crash barrier.
- Carry out emergency activation.

The Crash Barrier

Crash barriers are:

- Commonly known road blockers.
- Our first line of defense in stopping a vehicle whose driver is attempting a forced entry into our facilities.
- They are hydraulically mechanically operated by the Security Officers operating the gate or checkpoint.

Security Officers are required to operate the crash barrier when required or in an emergency or when ordered to do so by your supervisor.

Safety

- Crash barriers can be dangerous if used incorrectly.
- One of the most important points of safety is to make sure that the road is clear of vehicles and pedestrians before the crash barrier deployed.

Safety operating measures

- Security Officers should always have a clear line of sight with the crash barriers and make sure the lane is clear whenever operating the crash barriers.

- Security Officers shall instruct FSF personnel and others not to operate any Saudi Aramco security equipment.

- Security Officers should verbally instruct drivers of large vehicles to slowly cross over the crash barriers and watch the crash barrier traffic light.

- **Motorcycles and bicycles shall be treated as regular vehicles and** Security Officers shall instruct the riders to slow down when crossing the gate.

- Security Officers should receive regular (monthly) training on operating the crash barrier.

- Personnel who operate the crash barrier must be alert at all times, it is important officers are well rested and not tired when assigned to this duty.

Road Blades

Road blades are not a crash barrier, they complement (add to) the access control:

Road blades are portable devices designed to selectively and instantly deflate the tires of a target vehicle.

Road blades are used at checkpoints and gate entrances.

Road blades can be deployed either permanently or temporarily.

Manual Activation

The road blade can be manually activated by the following steps:

- To raise the road blades, depress the **BLACK** activation button once and do NOT hold it down. A momentary push of the button is all that is needed.

- Wait for the blades to rise. The full up cycle takes approximately one second.

- When the blades are in the up position, the **RED** light on the activation box will turn on. This light will remain ON until the blades are lowered.

- To lower the blades, depress the **BLACK** activation button once.

- The **RED** light on the activation box will turn off and the **GREEN** light will turn on when the blades are in the full down position.

Remote Control Activation

The road blade can be activated with a remote control by following these steps:

- To raise the blades, hold the transmitter straight up and press the **WHITE** button once and the blades will go up.
- To lower the blades, press the **WHITE** button once and the blades will retract.
- When using the transmitter, **IT IS IMPORTANT FOR THE TRANSMITTER TO BE STRAIGHT UP**. Do not point the transmitter at the road blades like you would with a television remote control. This will decrease the range of the remote because the radio waves travel in an outward manner.
- If the transmitter is held properly, you should have a range of 35 to 45 m.

Master Control Panel (MCP)

This is the crash barrier control panel.
- Each barrier has its own up and down buttons AND a universal emergency up button.
- There is also a power key and a reset key.
- This control panel is referred to as the Master Control Panel —MCP.

Raising a Crash Barrier

- The crash barrier in the "Down" position allows traffic to pass over it safely.
- To raise the crash barrier, press the UP button.
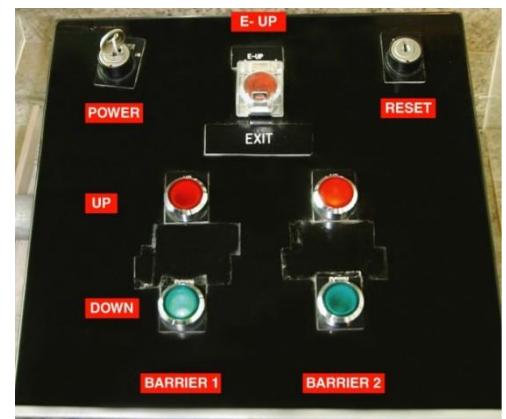
- The crash barrier will take approximately five seconds to rise completely.
- When the barrier is in the "Up" position, a red light will activate on the MCP.

Lowering a Crash Barrier

- The crash barrier in the "Up" position can prevent vehicles from forcibly entering company premises.
- To lower the crash barrier, press the DOWN button.
- The crash barrier will take approximately five seconds to lower completely.
- When the barrier is in the "Down" position, a green light will activate on the Master Control Panel.
- In the event of an emergency, you can raise the crash barrier quickly using the Emergency-UP or E-UP button.
- Pressing the E-UP button will raise the barrier from the "Down" position in less than 1.5 seconds.
- It will also cause an alarm to sound continuously and override all other buttons.
- Once you raise the crash barrier using the E-UP button you cannot lower it again by simply pressing the DOWN button.
- You must turn the RESET key. This will shut off the alarm and return the system to normal operation mode.

Manually Raising and Lowering a Crash Barrier

Manually Raising and Lowering a Crash Barrier

1. Shut down the electricity.

2. Open the electricity cover to ensure that the electricity is in the **off** position.

3. Check that the pressure gauge reads zero.

4. Push up the drop gate arm to let down the barrier.

5. Make sure that arm is raised.

6. Manually pull out the two red override buttons.

7. At the same time, tell your assistant to lower the barrier manually.

8. Use caution when operating barrier manually.
    Keep feet out from under the barrier.

9. You must check the crash barrier every day and immediately report any defects on it.
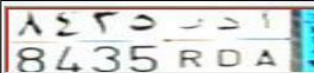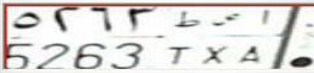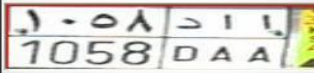
Crash Barrier Technical Problems

Crash barriers may experience a number of technical problems or malfunctions. Perform the following checks during your use of the crash barriers to detect these problems:

- Check the crash barrier for leaks. The hydraulic only works when the barrier is being lowered or raised.
- Make sure that the hydraulic does not operate continuously, as this indicates a problem.
- Observe the speed at which the barriers move - any change in speed may indicate a problem.
- Report any of these problems with the crash barriers or the MCP to your supervisor.

Lesson 3.7 The Plate Recognition System (PRS)

The Plate Recognition System (PRS)

Objective

The objective of this lesson is to familiarize you with the Plate Recognition System (PRS) and its operation.

Learning Outcomes

By the end of this lesson, you will be able to:

- Know the operation of the Plate Recognition System (PRS).

- **Assessment Criteria:**

   Students will be evaluated on the following competencies:

   - Describe how the PRS operates.

Plate Recognition System (PRS) Features

1. Although the PRS will read both English and Arabic numbers and letters, from the license plates on approaching vehicles, the translation of the letters is not always exact, therefore the Security Officer may need to intervene.

2. Pictures of license plate are taken and saved with each, entrance and exit.

3. The stolen vehicle alarm to notify the entry of stolen or wanted vehicles.

How the PRS works

1. The PRS is an optical character recognition (OCR) system designed for reading license plates.

2. The information can be used to authorize the access of vehicles into the secured area by automatically triggering a gate opening or closing operation upon successful confirmation.

3. In cases where traffic flows without stopping at the security gates / checkpoints, the PRS can be used to log all the entries.

4. When a suspected vehicle detected, the system will generate alarms for the security staff to stop the detected vehicle.

Step 1

The vehicle approaches the secured area, and starts the cycle by triggering a sensor.

Step 2

A camera takes a picture of license plate, and reads the plate information and stores the images.
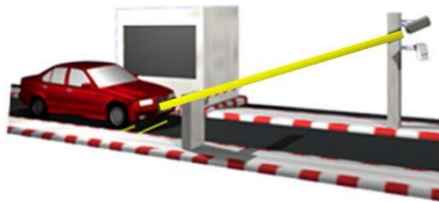
Step 3

The PRS lesson checks if the vehicle appears on a list of "hot" vehicles and if found—it signals to begin the visual and audio alarm. Otherwise, the alarm will be not be activated.

When a vehicle approaches the PRS gatehouse and steps over the sensor loop, There is an audible alarm along with visual alarm triggered **only** if the vehicle's plate number is in a predefined hot list that identifies the vehicle is reported as **stolen, watch listed or banned**. The Visual Alarm is the red light located behind the PRS pole as shown in Figure 1. In case of an alarm, the security personnel at the gates should do the following:

- When the alarm is triggered, the security officer must stop the vehicle immediately at the lane where the visual alarm is activated.

- The security officer shall then inform the Gate Liaison or Gate Supervisor about the alarm.

- The security officer shall switch from **Live Application** to **Alert Application o**n t h e PRS workstation by pressing the following keyboard items **(Scroll Lock button as shown in Figure 2) twice followed by pressing on number (2) button on the keyboard.**

- The Alert Application will show the alert type (Stolen, watch listed, banned vehicle), Date & Time, Vehicle number, Lane description as shown in Figure 3. Note that the lane number is marked in Red until the alarm is acknowledged.

Figure 1: PRS Pole
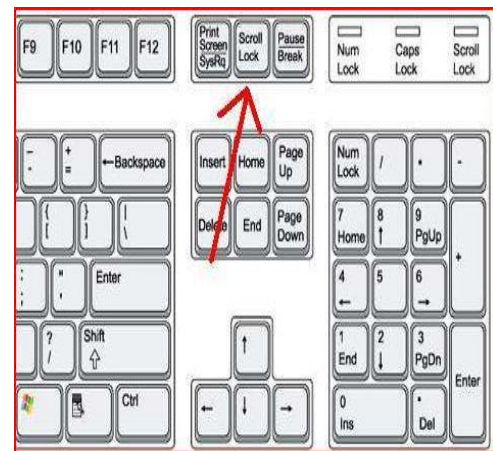
Figure 2: Scroll Lock on Keyboard
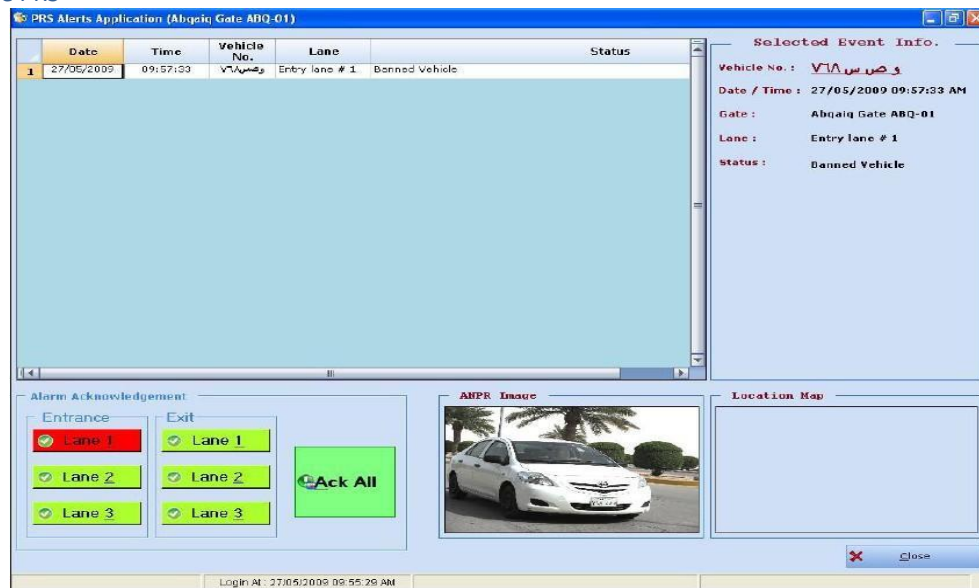
Figure 3: Alert Application at the gate

- Security officers at the gate shall contact the RSCC to report the hot listed vehicle.

- After the RSCC is informed, the alarm can be acknowledged by clicking on the "lane Number" icon highlighted with red color. Now the visual alarm at the subject lane will be off.

- In order to get more details on the vehicle triggering the alarm, security personnel at the RSCC can search for more information using **Alert Application and Management Application** installed on the PRS workstation at the RSCCr (Figure 4).
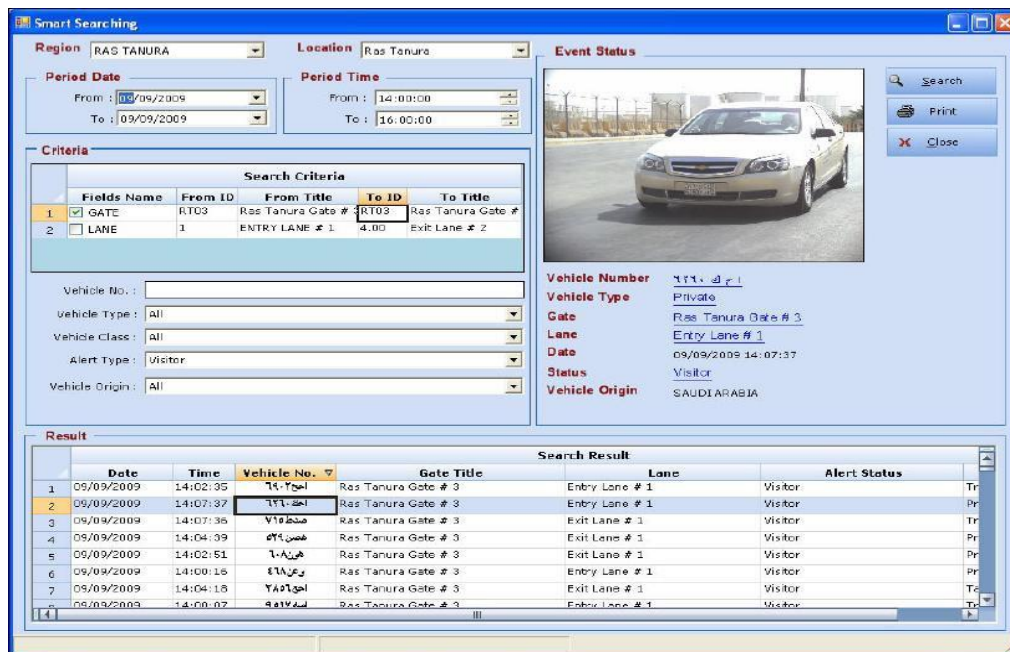
Figure 4: Management Application at SCC

- The security officer at the gate shall receive the RSCC feedback and instructions on how to deal with the driver and passengers of the hot listed vehicle.

- Once the feedback is received and action with driver and hot listed vehicle is taken, the screen view on the PRS workstation should be returned to **Live Application** by pressing on **(Scroll Lock button as shown in Figure 2) twice followed by pressing on number (1) button on keyboard.** Live Application shows live streams from all lanes at the gate (Figure 5).
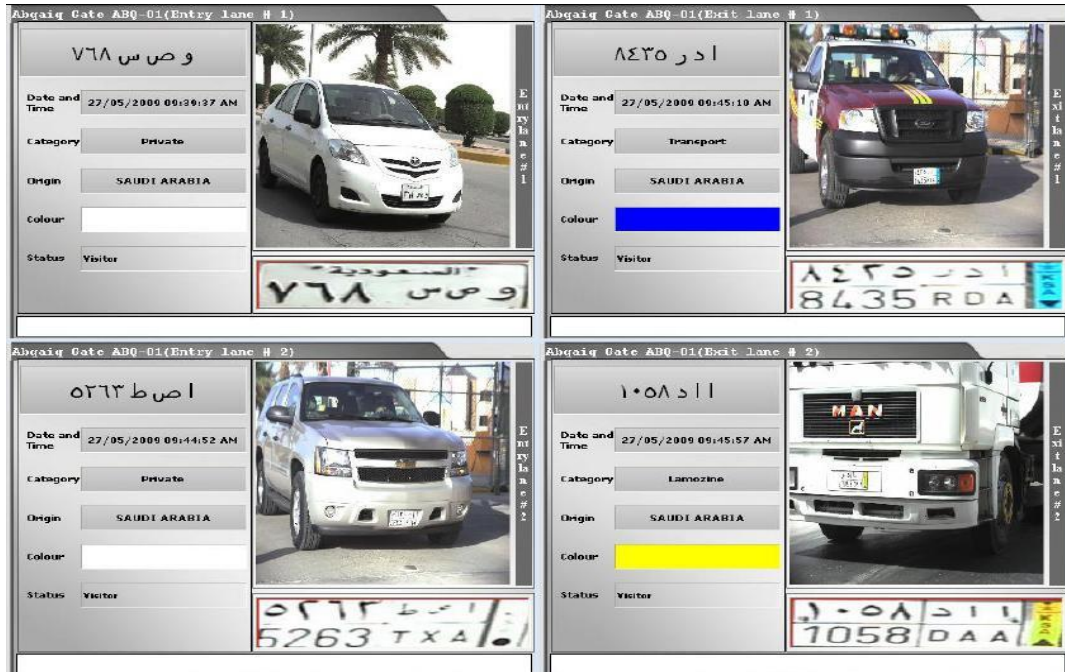
Figure 5: Live Application at the gate

Lesson 3.8 Operate Security Access Control System (SACS)

Operate Security Access Control System (SACS)

Objective

The objective of this lesson is to enable you to operate the SACS correctly, professionally and efficiently at all times.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know the Security Access Control System (SACS).
2. Be able to operate the Security Access Control System (SACS) correctly, professionally and efficiently.

Assessment Criteria:

Students will be evaluated on the following competencies:

*   Identify the SACS components and their functions.
*   Identify the components of the workstation.
*   Log on to the SACS workstation.
*   Operate the Fingerprint and Proximity Card Readers.
*   Operate the Stand-alone Card Reader.
*   Identify the Radio Frequency Identification System (RFID) and its functions.

Introduction

1. Most Saudi Aramco property and information is guarded by electronic and computerized - controlled barriers.

2. Security Access Control Systems provide:
    *   Flexible access conditions.
    *   Access history records.
    *   24-hour access (**entry**) and egress (**exit**) control.
    *   *PERMIT* or *DENY* access.

What Is the SACS?

The SACS is designed to control entry and exit of personnel in designated restricted locations.

*   **S**ecurity
*   **A**ccess
*   **C**ontrol
*   **S**ystem

Security
Access
Control

SACS Main Component Parts

The main component parts of the SACS are:

- The SACS workstation:

    o   Overview screen.

    o   Alarms screen.

- The local control panel (LCP).

    - Alarm Line Printer.
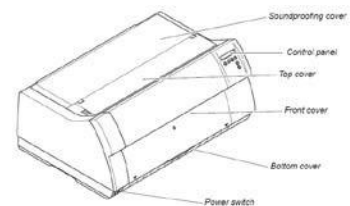
- Cameras—Fixed and PTZ.

    - Out/In Card Readers

The SACS Workstation

1.   The SACS workstation has the following components:

      a.   Overview screen.

      b.   Alarms screen.

      c.   The local control panel (LCP).

      d.   A computer.

      e.   The alarm printer.

2.   The main activities of the operator at the guard post include:

   •   Monitoring entries and exits to the premises.

   •   Monitoring the SACS hardware.

   •   Control of entry and exit equipment in the event of problems or emergencies.

   •   Changing the pin codes of cardholders.

   •   Checking the directional status of cardholders.

   •   Handling of any alarms.

   •   Monitoring the movements through the entries and exits.

Overview Screen

1.   After successfully logging on the operator will see the overview screen.

2.   The overview screen provides a clear overall picture of the guardhouse, turnstiles, drop gates, cameras and other equipment.

3.   The overview screen consists of three separate screens:

   • **Site Map Screen.** Showing the status of all the relevant equipment at the site.
   • **Equipment Room Screen.** Screen shows the status of the entire SACS equipment.
   • **The Alarms Screen.** Shows all alarms to enable the operator to respond in accordance with Saudi Aramco's SOPs.

Site Map Screen

The Site Map Screen shows the Operator:

- Card reader (normal status).

- Drop gate status (open normal, drop gate closed).

- Bi-directional (Moving in two directions) Turnstile (normal status)

- Turnstile full (normal status).

- Turnstile full (normal open).

- Fixed camera (open normal).

- Dome camera (normal status) Emergency (normal status).

- Printer (normal status).

- Temperature (normal status) Workstation (normal status).

SACS Equipment Room Screen

1. Equipment Room screen shows the status of the entire SACS equipment:

- Cabinet temperature

- Door controllers

- MCS communications link

- CCTV power supply

- DVR communications link

- Server status

- UPS status

- SNMP communication status

- Ethernet switch status
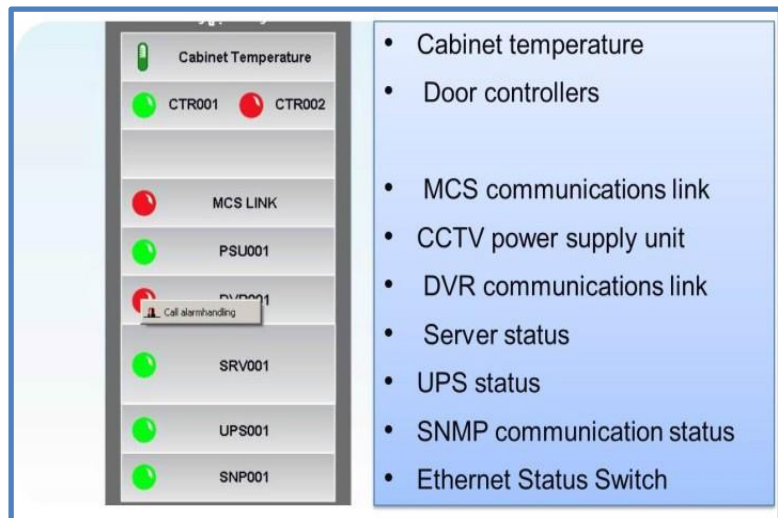
There are only two possible statuses, **RED** meaning alarm and **GREEN** meaning normal

Alarms Screen

The purpose of the alarms screen is to allow you to view and manage alarms generated by events relating both to security and to the connected technical equipment

The Local Control Panel (LCP)

1. The purpose of the LCP is to provide the Security Officer with a simple method of activating certain basic functions relating to ID cards and entry access.

2. The Security Officer can also use the LCP card reader to change the PIN of a card in the database if necessary.

3. The LCP can be used when the card readers are out of use. The Security Officer can still check the authorizations for a particular site or gate.

4. It also has emergency functions that can be used in the event of the SACS being unavailable.

Buttons on the LCP

1. The Local Control Panel includes four buttons that act as shortcut buttons for the information displayed on the overview and alarm screens.

- The SITE GRAPHIC—site map screen

- The LEGEND FOR GRAPHIC—Legend screen

- The EQUIPMENT ROOM GRAPHIC—Equipment room screen.

- The RESET CURRENT ALARM— resets the currently selected alarm.

6. The other two buttons currently have no function.

The Site Graphic
The Equipment Room Graphic
The Legend For Graphic
The Reset Current Alarm
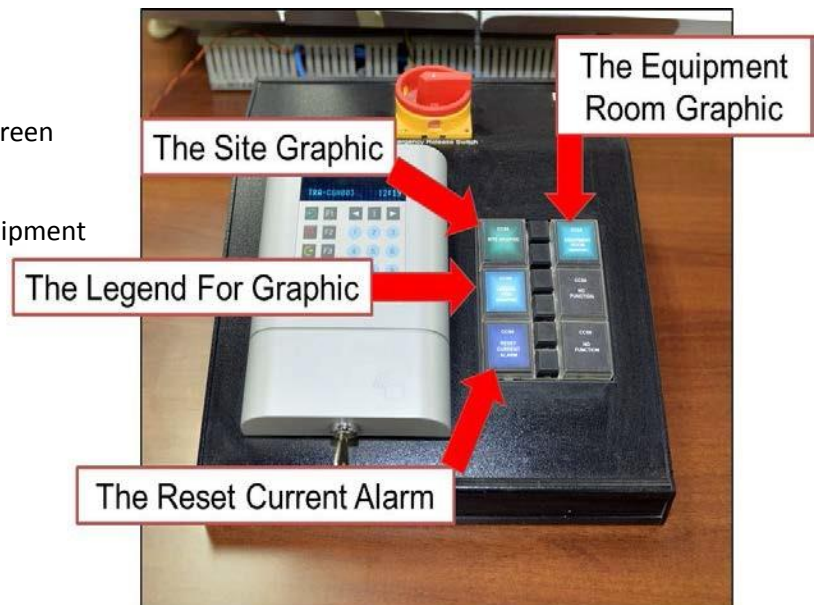
The LCP Emergency Release Switch (ERS)

1. Turning the emergency switch opens all exits and drop gates.
2. This is displayed on the Site Map screen.
3. The switch must also be returned manually to the normal setting. There is **NO** automatic reset; the operator must manually reset the ERS when ordered to do so by the senior ISO present.

Emergency Release Switch
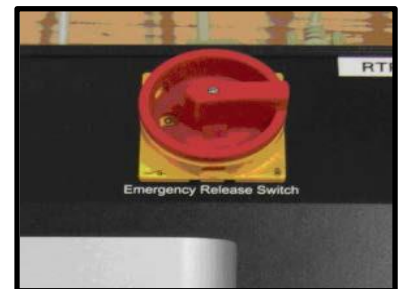
Alarm Printer

The Alarm printer's function is to print all alarm messages according to the SACS configuration at that particular location.

Soundproofing cover
Control panel
Top cover
Front cover
Bottom cover
Power switch
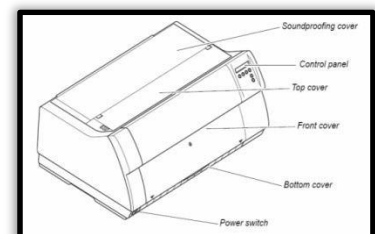
Fixed and Pan Tilt Zoom (PTZ) Cameras

1. Fixed cameras record the cardholders who use the card readers at turnstiles or gates.
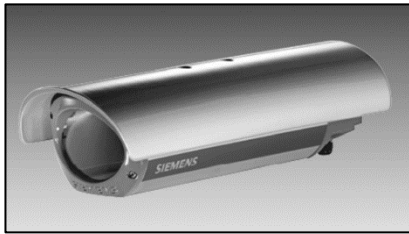
2. PTZ cameras are programmed to move automatically to the card reader being used at the time.

Remote View

This is an example of the remote view of a PTZ camera the Operator sees at the workstation. You can clearly see the date and time in the bottom left of the screen.

Digital Video Recorder (DVR)

The video and images from the Fixed and PTZ cameras are recorded on the DVR for future reference and review if necessary.

Card Reader Functions and Operation

The card readers are designed to control the entry and exit to restricted locations by checking the cards presented to the card reader by the user

Types of Card Readers

There are three types of card readers used within Saudi Aramco. They are:

Proximity Access Control Card Reader
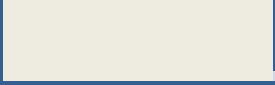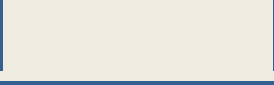
Standalone Card Reader/Access Card Reader

Biometric Fingerprint and Proximity Reader

Proximity Access Control Card Reader

1. The user presents his ID card to a card reader which scans the card for authorization. The card reader will then provide a color indication (see chart below):

	LED status	Indication
	Steady	Power on and communication with the controller is established
	Flashing	Power on and communication with the controller is disconnected
	Steady	Access is granted
	Steady	Access is denied
	Steady	Card reader is blocked
	Flashing	Card reader is waiting for the PIN code entry

2.   If the users are denied entry, they:
- Should try the card again and ensure they have carried out the correct procedure.
- Should seek assistance from the guard post.
- Must seek advice from their line manager.

Standalone Card Reader

1. The Card Reader display shows a message.

2. The cardholder has to present the Saudi Aramco ID card to the card reader. The maximum distance between Card Reader and Saudi Aramco ID Card is approximately 3 cm.

3. After the users have presented his card to the Standalone Card Reader, one of the messages in the table below will be displayed:

ID Situation	The Display
Unknown or not allowed.	"Card blocked." "No access rights." "Card not valid yet." "Card no longer valid
ID card is allowed.	"Pin code."
When entering wrong PIN.	"Wrong PIN-code."
When entering right PIN.	"Thank you."

4. If the Saudi Aramco ID card is unknown or not allowed at this card reader, one of the following messages will be displayed on the card reader:

   • **"Card blocked."**
   • **"No access rights."**
   • **"Card not valid yet."**
   • **"Card no longer valid."**

5. If the Saudi Aramco ID card is allowed at this card reader, the reader will display the following message:

   • **"Pin code."**

6. The cardholder must enter his 4-digit PIN code and the "E" key. If the cardholder enters the wrong PIN code, the reader will display the following message:

   • **"Wrong PIN-Code." The card holder should then re-enter the correct PIN code**

7. If the cardholder enters the right PIN code, the reader will display the following message and the access point is open:

   • **"Thank you."**

8. If the users are denied entry, they:
   • Should try the card again and ensure they have carried out the correct procedure.
   • Should seek assistance from the guard post.
   • Must seek advice from their Line Manager.

Biometric Fingerprint and Proximity Reader

If the Card Reader display is able to display a message:

1. The cardholder has to present the Saudi Aramco ID card to the card reader. The maximum distance between card reader and Saudi Aramco ID card is approximately 3 cm.

ID Situation	The Display
Unknown or not allowed	"Not allowed"
ID Card is allowed	"Keep Presenting Card"
When entering wrong PIN	"Wrong PIN-Code"
When entering right PIN	"Scan finger"
The access point is open	"Thank You"

2. If the Saudi Aramco ID card is unknown or not allowed at this Card Reader, the reader will display the following message:

   - **"Not allowed."**

3. If the Saudi Aramco ID card is known at this reader, the reader will display the following message:

   - **"Keep presenting card."**

4. After the fingerprint template data is transferred from the ID card to the reader, the reader will display the following message "Code" and the cardholder has to enter his 4-digit PIN code.

5. After entering the PIN code, the cardholder must press the "E" button. If the cardholder enters the wrong PIN Code, the reader will display the following message:

   - **"Wrong PIN-code."**

6. If the PIN is verified by the system, then the card reader will activate the fingerprint module and the cardholder must put their finger onto the fingerprint module. The display will show the following message:

   - **"Scan finger."**

7. If the fingerprint is verified, the following message will be displayed and the access point is open:

   - **"Thank you."**

If the users are denied entry, they:
- Should try the card again and ensure they have carried out the correct procedure.
- Should seek assistance from the guard post.
- Must seek advice from their line manager.

Radio Frequency Identification System (RFID)

1. RFID is short for radio frequency identification and is a dedicated short-range communication technology.

2. RFID is used to identify objects fitted with an RFID tag (Transponder).
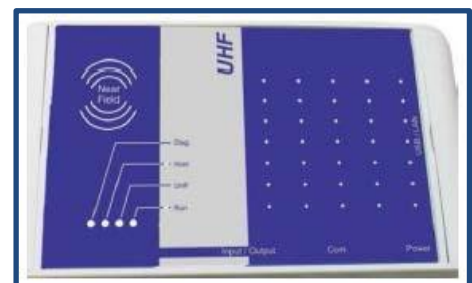
What Is the Purpose of the RFID system?

- Detect the presence of motor vehicles approaching the specified gate.
- Alert the gate staff of the approaching.
- Identify authorized and unauthorized company and contractor vehicles at entry and exit point and display vehicle's information to the gate staff.

RFID Tags

- Saudi Aramco and contractor's vehicles with a restricted red triangle will be equipped with RFID tags.
- They are sticker type tags that contain an antenna and a chip that stores a unique serial number.
- The tags will have paper labels to allow users customize the tags based on their requirement.
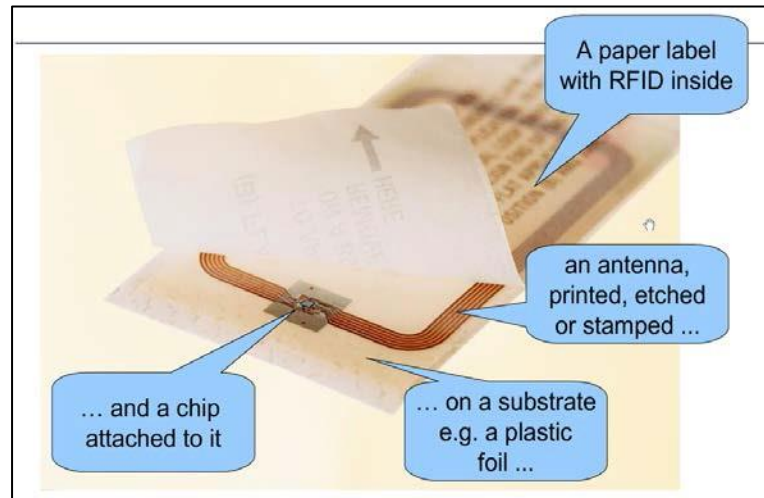
- The tags will be fitted on the windshields.
- The tags will be fitted in middle behind the mirror as shown on the diagram
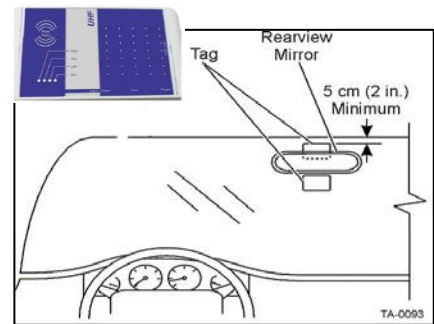
RFID System Operation

1. This is how RFID works in the field:
   - Vehicle approaches sensor.
   - The tag will be recognized by the RFID aerials.
   - The tag information will be authenticated and the corresponding information will be retrieved from database.
   - The vehicle record and status information will be displayed to the Security Officers to act according to the vehicles status.
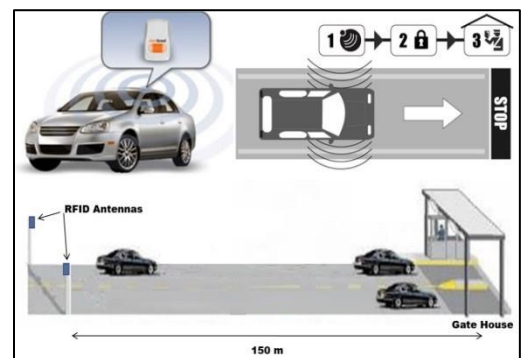
2. RFID readers are placed at distance of about 150 to 200 meters away from the security gates

3.   RFID readers have the ability to read the information saved on the RFID tags and display them to the Security Officer at the gatehouse.

4. The information transmitted provides the security officer with enough time and information to respond to the approaching vehicle and be ready for inspection and to verify the information.
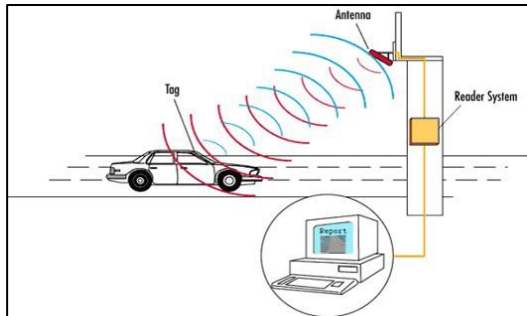
5. The difference between PRS and RFID is that PRS uses cameras to identify the license plates of vehicles at outer gates while the RFID uses RFID readers to identify Saudi Aramco and contractors' vehicles which have stickers fitted with RFID tags.

RFID System Locations

Here is a table to show the current 25 RFID locations.

Area	RFID Site
ABQAIQ	Abqaiq North C.G.#2
	Abqaiq South C.G.#3
	Haradh Gas Plant C.G.
	Hawyah NGL C.G.
	Shedgum C.G.
	Uthmaniyah C.G.
	Qurrayah C.G.
RAS TANURA	Abu Ali Plant Computer Gate # 20
	Berri Gas Plant C.G.#14
	Juaymah NGL C.G.#3
	Juaymah Tank Farm C.G.#6
	Qatif GOSP1 C.G.
	RT North Terminal C.G.#32
	RT Refinery C.G. #25
	RT South Terminal Gate #33
	Safaniyah C.G.#2
	Tanajib C.G.
DHAHRAN	Qatif Junction Gate #78
	Qatif GOSP2 C.G.
RIYADH	Shaybah GOSP 2 C.G.
	Riyadh Refinery C.G. Stn-2
YANBU	Jeddah Refinery C.G.
	Yanbu COT C.G.#11
	Yanbu NGL C.G.#2
	Yanbu Refinery C.G.#17

Lesson 3.9 Vehicle and Personnel Search Procedures
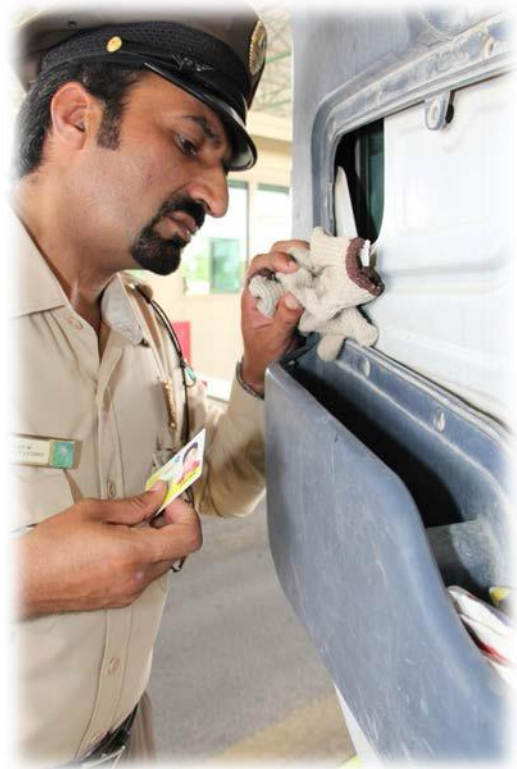
Vehicle and Personnel Search Procedures

Objectives

The objective of this lesson is to:

1. Familiarize you with the procedures for dealing with searching of personnel and vehicles, the personal items, such as bags, and the actions on finding prohibited items.

2. Familiarize you with the procedures screening unusual persons.

Learning Outcomes

By the end of the lesson, you will be able to:

- Be able to demonstrate the procedures for dealing searching personnel, vehicles, personal items.
- Know the different types of searches that security officers do.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Demonstrate how to perform a pat down (personal search).
- Demonstrate how to perform searches of personal items.
- Demonstrate how to perform vehicle searches.
- Identify prohibited items.
- Identify actions on finding prohibited items.
- Complete search reports.

Introduction

Security Officers at Saudi Aramco, are required to conduct searches of personnel, baggage and vehicles when suspicious items or activities occur. In order to do this you must be fully trained and aware of the procedures.

A personal search is a form of screening performed as part of a Saudi Aramco security screening procedure

- Employees and visitors may be required to submit to a pat-down search if they set off a metal detector, or if they are selected for additional screening.
- Searches of personnel will increase as our threat level increases.

Pat-Down Search

1. In a pat-down search, a Security Officer uses his or her hands to feel for objects on the person and clothing. A Security Officer of the same gender as the person subject to the search should do all pat-down searches.

2. A Security Officer may feel non-sensitive areas with the front of their hands. These areas include the back, stomach, arm, from shoulder to wrist, and the legs, from mid-thigh to ankle.

3. When searching sensitive areas such as the upper torso (trunk of the body) the Security Officer must use the back of their hand.

4.   Before any such search begins, the Security Officer is required to explain their actions. The person being searched may request that a pat down (personal search) be done in private.

5.   Body searches are performed by "pat-downs." Any person can hide quite a lot from someone who simply "pats." A proper body search takes some time (a few minutes). It is not a three-second search that you may have seen in the movies.

6.   While pat-down searches allow Security Officers to physically touch the body, there are very specific guidelines and boundaries that they must follow, and are to maintain the highest levels of professionalism.

7.   A body search is a personal and aggressive procedure, which is performed to determine whether or not a person is carrying some sort of weapon or other material on or about their person.

8.   It is next to impossible to hide something from a properly performed body search. The security officer must be thorough and professional when conducting searches.

9.   A suspect can hide a slim, sharp object from a person performing a "pat-down" very easily because the human body, and various articles of clothing, has several locations where something can be hidden and not detected by someone who is simply patting the body. However, it is next to impossible to hide from a properly performed body search.

10. The search starts from behind and at the top of the head. The search feels all through the hair and down around the folds of the ears to the back of the neck. Then the search proceeds down the arms, including the under arms and armpits, elbow region, wrists and hands. The clothing is squeezed and pressed during this to feel for concealed items within the cloth.

11. The search then works its way down the back and sides by the same means. The waist area is checked using the same method, including running the fingers around the waste within the waistband of the trousers and between any belt and clothing.

12. From there, the search will extend down one leg, paying attention to any pockets and items within them. A search of a suspect will include the crotch area (the part of the pair of pants where the two legs join together) and the all the way down to the feet.

13. Working down the leg in a careful manner then the same search is repeated for the opposite leg. (Note the image on the following page.)

Operating a Hand-Held Metal Detector

1. The hand-held metal detector is both lightweight and durable. It is not a replacement for a pat down search but is a tool for the Security Officer that will find hidden metal objects.

2. You turn the device on by pushing the on/off switch until it clicks on, the green LED is lit, and the detector is now operational.

3. Holding the device with the detection side towards the surface, sweep backwards and forwards continuously at a height of 10-30mm above the area to be scanned.

4. The presence of metal will be indicated by the audio warning tone and the red light activating. If the detector is paused over a metal object the detection signal will automatically reduce, therefore it is important that the device is continually scanning the surface when in use.

5. Points to note about this device:
   • It enables quick searches during a high volume of people.
   • Identifies metal contraband such as firearms or knives.
   • An alarm may lead to a more comprehensive search.
   • It is not a replacement for pat-down screening.
   • Before Use' function tests prior to use.
   • During use, the search must not be aggressive or annoying.
   • Be aware of an injury that may require the person to have metal pins surgically implanted.

Searching Vehicles

1. Prior to searching a vehicle, check the driver's or owner's documents for the vehicle.

2. Direct the occupants to exit the vehicle.

3. Direct the driver to open all interior compartment doors, including the hood, trunk, and rear doors (if applicable) of the vehicle, while maintaining constant observation.

4. Direct the occupants to move to a designated safe area (about 5 meters from the vehicle and out of the flow of traffic) where they can be observed.

ALWAYS ENSURE THAT THE ENGINE IS OFF AND THE PARKING BRAKE IS SET BEFORE BEGINNING THE INSPECTION.

5. Begin with a mirror search first looking under the vehicle before moving on to the engine compartment and trunk (Do not forget the wheel arches).

6. If instructed to conduct a full vehicle search, then begin with a mirror search first before moving on to the engine compartment and trunk.

7. Check for indicators such as new frame welds; items taped or attached to the frame; an unusual looking muffler; a fresh undercoating; and signs of recent installation of components such as a fuel tank, muffler, and false lid in the trunk for spare tire.

Improvised Explosive Device (IED)

8. Search the engine compartment to identify possible indicators of the unusual or tampering:

- Look for a large battery box or extra battery.
- Look for odd, unusual or extra clean wires.
- Look for larger components (air cleaner and fan blade shrouds).
- Identify any unusual odor (smells) indicating that containers that may contain fuel.
- Look for foreign objects in the air filter empty space.
- Look for the cold air filter.
- Look for freshly painted areas, new welds, shiny bolts, or sheet metal work on firewalls.
- Check for a clean engine in a dirty car.
- Check the hood to see if it feels heavy when opened and closed. Have the driver open the hood, but move the hood up and down yourself.
- Look for a false wall or modified fender compartment.
- Identify any clean or wiped areas.

WARNING: Never place your hands near the fan blades while conducting the search. Some vehicles are equipped with an automatic cooling system that may cause the fan blades to start operating after the ignition switch is in the off position

Search the Trunk

- Check for a new trunk mat and/or carpet.
- Check for caulk, glue, or any other strange smells.
- Check the trunk lid to see if it feels heavy when opened and closed.
- Look for a raised floor.
- Listen for hollow or inconsistent sounds in the walls.
- Look for an unusual space between the back seat and trunk wall.
- Look to see if the spare tire is not flush with the floor.

Search the Interior of the Vehicle

- Search the dash, including:
  - Electrical parts. See if the components function or if the light sending diode (LED) is on when the vehicle power is off.
  - New, damaged, or scratched screws.
  - Plugged air vents.
  - Broken or missing blowers.
- Look for a false compartment in the glove box.
- Look for unusual lumps or bumps in the front and/or rear seats.
- Feel for stiff/hard front and/or rear seats.
- Look for a false or modified ceiling.
- Look for an unusually thick floor.

Actions on Finding Contraband

Take action when the search reveals suspected explosive devices or prohibited items in the vehicle.

Explosive Devices
- Never attempt to handle or disarm suspected explosive devices.
- Suspend all radio and cellular phone traffic, 100 meters around the vehicle.
- Secure the driver and all occupants of the vehicle, and notify the supervisor immediately and sound the alarm.
- Immediately evacuate the surrounding area.
- Secure the scene until it is cleared by explosive ordnance disposal personnel.
- Release the driver and occupants to the supervisor or police along with any documentation and identification collected.

Prohibited Items
- Notify the supervisor.
- Never handle the prohibited items unless ordered by the supervisor.
- Secure the driver and all occupants of the vehicle.
- Secure the scene until it is cleared by the supervisor.
- Release the driver and occupants to the supervisor or police along with any documentation and identification collected.

Screening Unusual Persons

Introduction

1. Sometimes you may face unusual persons or special situations on your shift that require you to do special screenings.

2. For example, some people may have small children, pets , or they may be in wheelchairs. Others may be carrying Saudi Aramco classified documents that you cannot open.

3. Fire Department personnel responding to an emergency cannot be stopped and screened in the normal manner. This would take too long and human lives could be in danger.

4. You will learn how to handle these unusual persons and special situations.

Screen Unusual Persons

When we talk about screening "unusual persons," we mean:
- Private screenings
- Flight crew members
- Classified material
- Extraordinary items
- Law enforcement personnel
- Infants and small children
- Physically impaired persons
- Visually impaired persons
- Elderly people
- Emergency service and fire personnel
- Pets and animals
- Janitors (people who clean and maintain a building or office)

Flight Crew Members

Saudi Aramco flight crewmembers do not generally pass through a checkpoint. They use a separate employee entrance to the airfield. However, screen a flight crewmember or other aviation or airfield employee who passes through the checkpoint.

Screwdrivers, flashlights, wrenches, or other tools carried in flight bags or toolboxes are tools of the trade and do not need additional inspection.

Classified Material

Anyone carrying company-classified material must make prior arrangements with Industrial Security to exempt these items from screening.

After presenting an appropriate ID and documentation describing the exempt material to the checkpoint security supervisor, you may permit the material listed on the documentation to pass through the checkpoint without it being X-rayed or searched.

You must screen the person carrying the material the same way you search all others passing through the checkpoint. Only the exempt material can pass through the checkpoint without screening, not the person or other baggage.

Extraordinary Items

You may exempt from X-ray and/or hand inspection religious, medical, and scientific items if you cannot open them without damaging or violating the contents. The person must have documentation to verify the contents of the item and personal identification. You may exempt only the article from search, not the person.

Law Enforcement Personnel (Police)

Law enforcement personnel (e.g., police and security personnel) may pass through a security point without screening.

Security officers must verify the police are on duty, in uniform, and have their proper identification.

Infants and Small Children

Infants and small children must be thoroughly screened.

- Have parents remove infants and small children from carriers or strollers.

- If the child is able to walk, ask the child to walk through the metal detector.

- If the child is unable to walk, ask the parents to carry the child when they walk through the metal detector.

X-ray strollers and child carriers.

- If X-raying is not possible, manually search them.
- If the person with the child cannot or refuses to remove a child from a stroller or carrier, do a pat down search of the child.
- Inspect the stroller or carrier thoroughly.
- Pat-down the area under the child.
- Thoroughly inspect all blankets and covers with the child.

Physically Impaired Persons

1. Thoroughly search a physically impaired person but keep in mind that the search can be a difficult or embarrassing experience for them. If the person is in a wheelchair, ask the person if he can walk.

2. If able to walk. have the person walk through the metal detector. If unable to walk, ask if the person is able to stand for a hand-held metal detector screen.

3. If these two options are not possible, perform thorough whole-body pat-down search.

4. X-ray hand-carried items and thoroughly search the wheelchair. Make sure the person is not hiding a weapon or explosives in the wheelchair. These requirements also apply to people in wheeled stretchers, hand-carried stretchers, or carts.

The Elderly

1. Elderly people move slowly. Some have hearing and/or speech problems. They may not be familiar with the screening process.

2. Be patient, direct and kind when screening them. Some persons will not want to walk through the metal detector and may have a pacemaker or other medical devices.

3. Request permission to do a hand-held metal detector screening.

4. Explain that the search only involves body parts not affected by the device. When performing the search, pat down the area around the device. Perform a whole-body pat-down search if the person refuses the hand-held metal detector screen.

Pets

To screen pets, ask the owner to remove the pet from the carrier. Direct the owner to walk through the metal detector carrying the pet. X-ray the carrier.

If you have any questions about unauthorized animals, ask your supervisor.

Emergency Service Personnel

Allow emergency service or fire department personnel to pass through a security point without screening.

Assign an escort to accompany them while they are performing their duties.

Lesson 3.10 Operate an X-Ray Machine

Operate an X-Ray Machine

Objective

The objective of this lesson is to introduce you to the X-Ray machines deployed throughout Saudi Aramco and to familiarize you with their operation.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Be able to operate the X-Ray machines used at Aramco.

Assessment Criteria:

Students will be evaluated on the following competencies:
*   Identify the components of an X-Ray machine.
*   List the X-Ray machine safety precautions.
*   Demonstrate how to Screen hand- carried items.
*   Demonstrate how to interpret X-Ray images.
*   Identify dangerous items.

X-Ray Machine Components

*   Control panel
*   Monitor
*   Lead curtains
*   Inspection chamber
*   Conveyor belt
*   Foot mat

Control Panel

The control panel allows the operator to use the machine; it is made up of the following parts:
*   **Main power switch:** This switch provides power to the machine. When turned on, the green power-on light comes on.
*   **Conveyor belt controls:** Three buttons—**FWD** to move the belt forward, **STOP** to stop the conveyor belt and **REV** button to reverse the belt.
*   **Zoom key**s: These magnify the monitor from 1 through 9 to magnify the image on the monitor.
*   **X-ray lamp:** The yellow X-ray lamp tells the operator the machine is on.

Monitor

The monitor displays items being X-rayed in the inspection chamber and is used by the security officer to visually examine X-ray images.
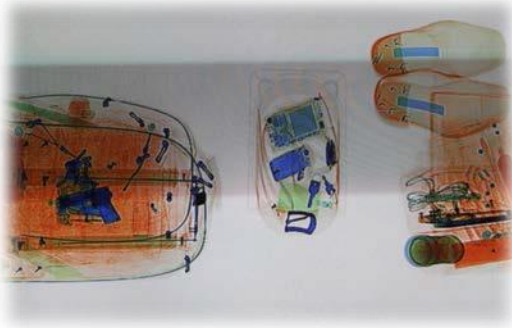
Inspection Chamber

The machine X-rays items in the inspection chamber. When an item is being X-rayed, two lamps come on. One on the control panel and the other on top of the inspection chamber.

Lead Curtains

The lead curtains protect personnel from the radiation produced by the machine. The curtains must be in place at both ends of the inspection chamber**. If curtains are missing or damaged—do not use the X-Ray machine.**

Conveyer Belt and Foot Mat

1. The conveyor belt moves items in or out of the inspection chamber.

2. Press the FWD, REV, or STOP buttons to move items in or out of the inspection chamber or to stop them for closer inspection.

3. The foot mat has a switch. The security officer uses the switch to operate the X-ray machine. Step on the switch, with one foot, to start X-raying. Remove your foot to stop X-raying.

X-Ray Beam Direction

X-Ray machines differ in many different ways. One important difference is the direction of the X-ray beam in the inspection chamber. The X-ray beam is what penetrates the item you are inspecting. The beam creates the image you see on the monitor. Depending on the design of the X-ray machine, one of two beam directions is used.

Vertical beam

In the inspection chamber with a vertical beam, the X-ray beam travels from the top to bottom of the chamber. On this type machine, place the item flat on the conveyor belt.

Horizontal beam

In the horizontal beam inspection chamber, the X-ray beam travels from side to side. On this type of machine, place the item so that the widest surface is presented to the X-ray beam.

Screen Hand-Carried Items

1. We must screen hand-carried items entering an airport or core area.

2. Screen the items by X-ray, hand inspection, or both.

3. When X-raying, examine each image on the monitor. From your examination, determine if the item presents:

    - No threat. The image does not indicate a weapon or mask a weapon.

    - A possible threat. The image is unidentifiable. The item may contain a weapon, part of a weapon, or mask a weapon.

    - An obvious threat. The image reveals a weapon or other dangerous object.

4. To X-ray an item at an airport, plant, or core area, perform the following steps:

Step 1:

- Insert the key in its slot on the control panel. Turn the key on. Check that the:
    - Control panel lights come on shortly.
    - Green power indicator light comes on.

Step 2:

- Place the item on the conveyor belt.
    - Place the item in the center of the belt, vertically or horizontally, in relation to the X-ray beam.
    - Place the item so that it will not enter the inspection chamber at an angle.

Step 3:

- Place your foot on the mat switch and press, or press the forward button on the control panel.

Step 4:

- Watch the item on the monitor as it enters the inspection chamber. Carefully examine the image.
- Press a zoom key (1 to 9) on the keypad to magnify the image, as necessary.
- Adjust the picture brightness and contrast, as necessary, to improve the image.

Step 5:

- Take one of the following actions:
    - If the item does not present a threat, allow it to enter the area.
    - If the item presents a possible threat, allow it through the X-ray, but order a hand inspection.
    - If the item presents an obvious threat, stop the conveyor belt. Keep the item in the inspection chamber. Call your supervisor. Keep the person under observation.

X-ray Machine Safety Precautions

1. X-ray machines used by Saudi Aramco are of low-intensity, short-pulse X-ray. The units are inspected regularly and meet Saudi Aramco safety standards. Electronic devices, audio tapes, videotapes, computer disks, and cameras can be X-rayed safely. All average speed consumer camera film can be inspected without harm; however, scientific film and high-speed film, ISO 1,000 or higher, should be hand-inspected.

2. Personnel dosimeter film badges are commonly used to measure and record radiation exposure due to gamma rays, X-rays and beta particles. **Security officers shall wear the badges when operating the x-ray units.** The detector is, as the name implies, a piece of radiation sensitive film. The film is packaged in a light proof, vapor proof envelope preventing light, moisture or chemical vapors from affecting the film.

Note:
- **X-ray machines produce radiation.**
- **Under normal operating conditions, the radiation is not harmful.**
- **Security officers shall always wear a radiation film badge when operating X-ray machines.**
- **The badge measures and helps maintain a history of exposure to radiation.**

To operate an X-ray machine safely, never:
- **Repair any internal part of the X-ray machine.**
- **Open access panels during machine operation.**
- **Put your hands or body parts inside the inspection chamber during operation.**
- **Sit on or try to ride the conveyor belt.**
- **Force a large item into the inspection chamber.**

Interpret X-Ray Images

1. Carefully examine all X-ray images before allowing an item to enter the facility.

2. Interpreting X-ray images is very challenging and difficult, requiring good judgment.

   - You should never rush. No matter how busy or what is happening around you, take your time.

   - Look carefully at each X-ray image and identify the image as **no threat, possible threat, or obvious threat**.

3. As you interpret X-ray images, look closely for:
   - Weapons
   - Explosives
   - Contraband
   - Hazardous material
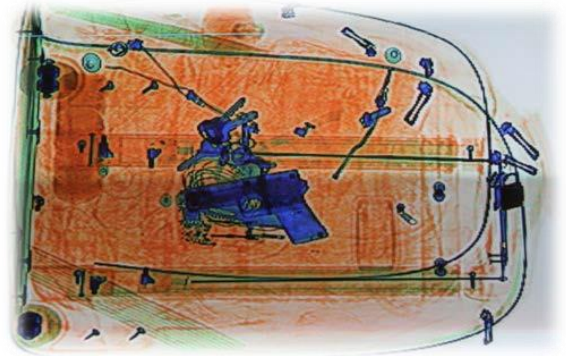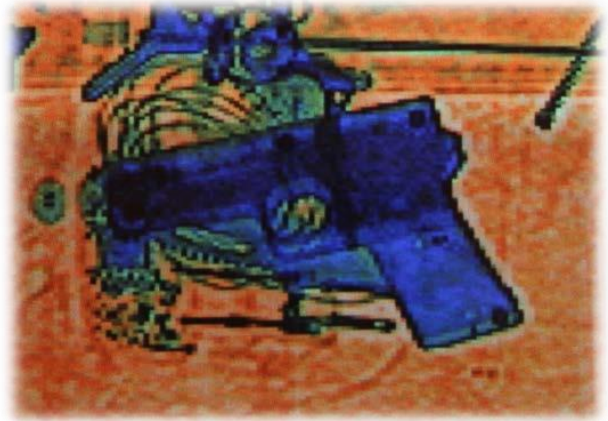
4. **Restricted items** When an object is x-rayed it absorbs radiation. The radiation makes the object appear as a shadow on the monitor. Shadows on black and white X-rays are different shades of gray.

5. The lightness or darkness of the shadows is affected by the:
   - **Material** Metals produce darker shadows than plastic or other materials
   - **Thickness** The thicker the object, the darker the shadows
   - **Density** The more dense the material, the darker the shadows

X-ray Images—Color Images

6. Color images are easier to examine and show organic material, such as plastic, in shades of orange-brown, inorganic materials, such as metals, appear in shades of blue.

7. The thicker or more dense the object, the darker the shade of color it will appear.

8. Objects that X-rays cannot penetrate, such as thick metal, appear in a bright green.

(ORANGE) BLOCK OF PLASTIC, SAME DENSITY OF C4 EXPLOSIVE

SIMULATED BOMB

PAPER BACK BOOK

TUBE OF GLUE

PAPER BACK BOOK STACK OF $100 BILLS, TUBE OF GLUE, AND SIMULATED BOMB

(BLUE) THIN STRIP OF BRASS (INORGANIC)

STACK OF $100 BILLS
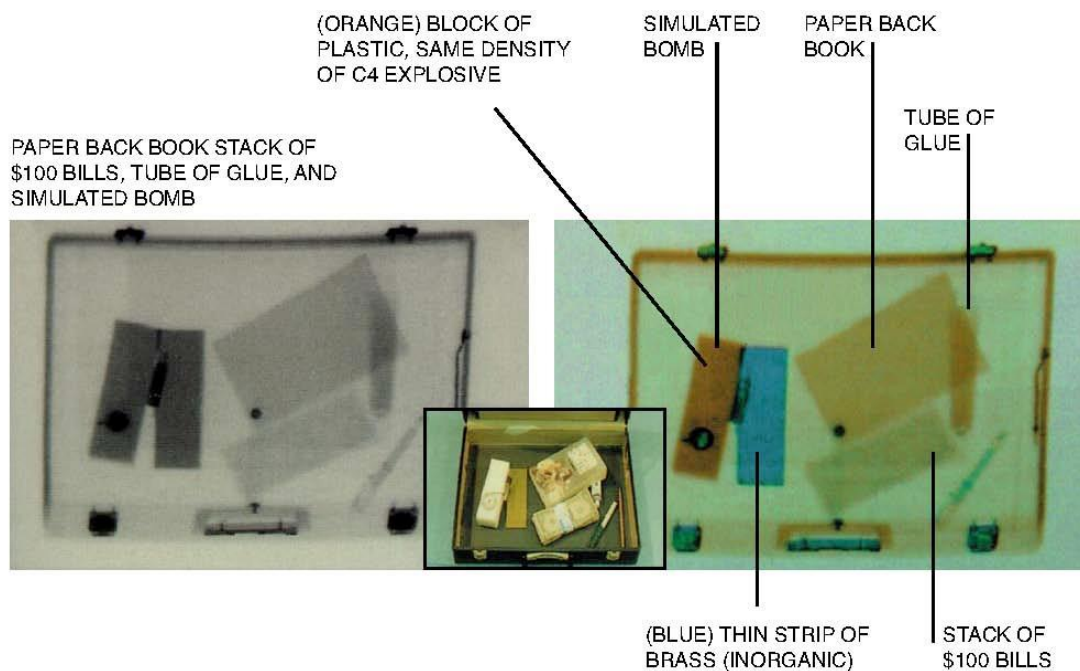
9. The X-ray image above is a plastic block, two brass (type of metal 67% copper and 33% zinc) strips, and one aluminum strip. The plastic block is an organic material and has a density similar to that of C4 military explosives. It appears as an orange-brown shadow. The two brass and the aluminum strips are inorganic material. They appear in different shades of blue.

10. The image above also shows color X-ray images of different objects. Study the images and notice how the objects appear on the monitor.

11. A screener needs to separate the dense organic materials from the less dense inorganic materials. The screener can then judge the contents of X-rayed items faster and more accurately.

12. Explosives are denser than other organic materials but not as dense as metals so they appear in a deep orange-brown color. Knives are inorganic and appear blue. Guns and pipe bombs are too dense to penetrate; therefore, they appear in a bright green. A stack of paper that an X-ray cannot penetrate will also appear green.

Pipe Bomb
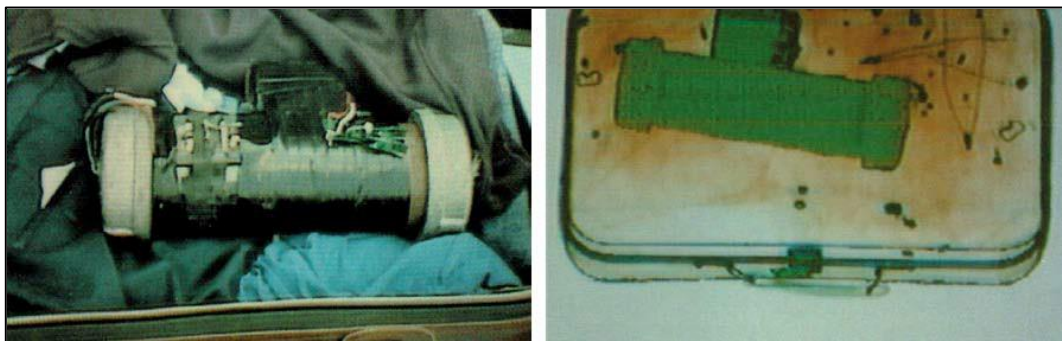
Four 1 1/4-Pound Bars of C4 Explosives

Seven Pounds of Marijuana

Handgun and Knives

Never:

- Repair any internal part of the X-ray machine.
- Open access panels during machine operation.
- Put your hands or body parts inside the inspection chamber during operation.
- Sit on or try to ride the conveyor belt.
- Force a large item into the inspection chamber.

Lesson 3.11 Manually Screen Hand-Held Items

Manually Screen Items

Objective

The objective of this lesson you will learn the procedures of when and how we manually screen hand carried items.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand the procedures on when and how we manually screen hand-carried items.

2. Be able to demonstrate how and when to conduct manually screened hand-carried items.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Describe when you would manually screen hand-carried items.

- Identify the guidelines for conducting searches.

- Demonstrate how to conduct a limited search.

- Demonstrate how to conduct a full search.

Manually Screen Hand-Carried Items

1. Security officers can manually search hand-carried items in two ways. Conducting a **limited search** or a **full search**. Here are some guidelines to follow when conducting a manual search.

2. Security officers shall manually screen items when finding:
    - A possible threat in an X-rayed item.
    - An item is too large for the X-ray machine.
    - A person asks that their item not be X-rayed.
    - An item is not what it appears to be.

3. When a screener cannot identify an image through an X-ray, a manual search is required. The person who belongs to the item is told of the search and the item is always kept under the security officer's control.

4. The person should not be allowed to place his or her hands inside the item. Limit unidentifiable shadow.

Limited Search

When something suspicious is seen on the x-ray monitor, it must be physically checked to identify what it is.   X-ray alone is not relied on a physical hand-search is needed

Step 1: Place the item on the table so the open item faces you and not the owner.

Step 2: Carefully find the object seen on the x-ray and causing the unidentifiable shadow.

Step 3: Check the object. Make sure you can permit the object to pass.

Step 4: Check the area underneath the object. Make sure no dangerous devices are hidden.

Step 5: If nothing dangerous or considered contraband is found, close and return the item to the owner.

If something is found, contact the Supervisor ASAP and do not return the item to the person until instructed by the Supervisor.

Full Search

1. A full search is a detailed and thorough inspection of a hand-carried item. Conduct a full search when:

   - An item is too large for the X-ray machine
   - A person asks that an item not be X-rayed
   - An item is not what it appears to be

2. Inspect the outside and the inside of the item in a **clockwise** pattern.

3.   The following are the steps for doing a full search:

Step 1: Place the item so the open item faces you and not the owner.

Step 2: Start the search on the outside of the item. Look for signs of tampering, mismatched hardware and sewn or re- glued layers of materials. Check for unusual bumps.

Step 3: If you find nothing unusual, open the item and inspect the interior.

Step 4: Check the inside of all interior and external pockets and compartments.
   - Feel the top, sides, and bottom of the inside of the item
   - Look for signs of alterations to the item.
   - Feel for lumps, thickness changes, and re-sewn or re-glued lining.
   - Look for spaces or hidden compartments

Step 5: Check all layered or rolled clothing. Squeeze or unroll it. Look for hidden objects.

Step 6: If no threat is present, close and return the item to the owner.

Guidelines for Conducting a Search

1.   When you search, pay attention to things used to hide dangerous objects. Examples are electronic devices, cans, bottles, cameras, and a variety of containers.

2.   When inspecting electronic devices, have the owner remove the device from the carrying case.

   - Have the carrying case X-rayed.
   - Check the weight of the device and look for signs of tampering.
   - Ask the owner to power-up the device.
   - Operate the device, listen to it, does it power on and work?
      - If the device does not work, refer unresolved problems to your supervisor.

3.   Leaf through the pages of books – any objects inside?

4.   Check the weight of objects like stuffed toys, cigarette cartons, and aerosol (spray) cans.

5.   If any item seems unusually heavy, refer it to your supervisor.

6.   Check bottles and cans and make sure they do not contain hazardous or flammable liquids.

7.   If you cannot identify the liquid, do not let it pass.

8.   Search the outside and inside of backpacks and garment bags, using the same procedure as for boxes and luggage.

Lesson 3.12 Physical Security Systems: IDAS and LRDAS Basic Components and Functions
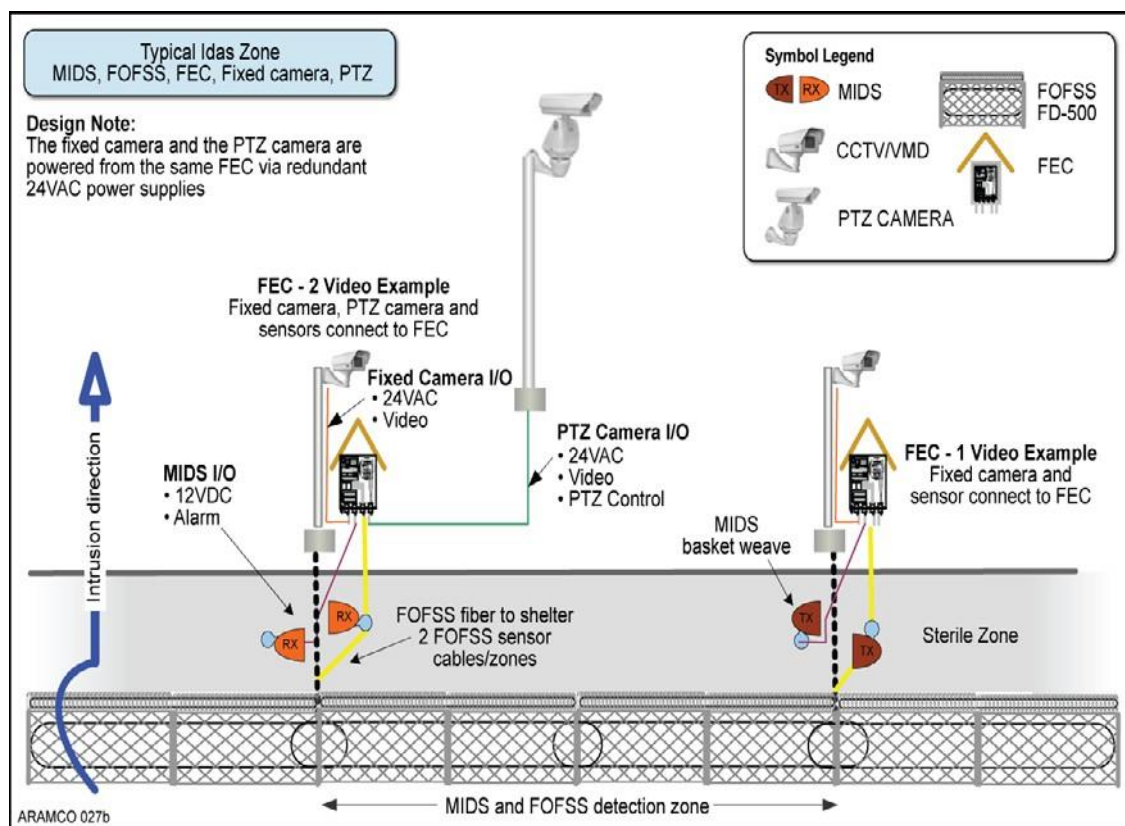
IDAS and LRDAS Basic Components and Functions

Objective

The objective of this lesson is to introduce you to Intrusion Detection and Assessment System (IDAS) components and enable you to identify each component and describe its functions.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know the main IDAS Alarm Management System (AMS) components.
2. Be able to identify the function of each IDAS Alarm Management System (AMS) component.
3. Be able to operate the IDAS Alarm Management System Control System (AMS).

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify each IDAS component.
- Describe the function of each IDAS component.
- Demonstrate how to operate IDAS Alarm Management System Control System (AMS)

The Regional Security Control Center and IDAS

The **I**ntrusion **D**etection and **A**ssessment **S**ystem (IDAS) and **L**ong **R**ange **D**etection and **A**ssessment **S**ystems (LRDAS) are two of the detection systems at the RSCC.

IDAS system is controlled at a number of RSCCs across the Kingdom.

The IDAS System

1. IDAS is a security system that uses a fiber optic fence sensor integrated with video motion detectors and the microwave detection system and installed on perimeter fences at Saudi Aramco facilities.

2. Any attempt to cut or climb the fences or tamper with the sensor causes an immediate alarm.

3. The system is tamper proof and contains line monitoring to detect any attempt to change the system by cutting, climbing and lifting the fence wires or interfering with the alarm communication.

4. Failure of any part of the system whether accidentally or deliberately, causes an alarm.

Main Components and Functions of the IDAS

1. IDAS consists of systems working together to monitor, detect, assess, track and video record intrusion or potential intrusions.

2. The IDAS components and system provides perimeter intrusion detection as follows:

Component	Function
Microwave Intrusion Detection System (MIDS).	**MIDS** detects any intrusions within the area.
Fiber Optic Fence Sensor System (FOFSS).	FOFSS detects intruders trying to climb over, crawl under or cutting through the perimeter fence.
Video Motion Detector (VMD).	**VMD** detects any movements in front of the cameras.
Passive Infrared (PIR) sensors.	**PIR** is used in areas where MIDS cannot be installed.
Fixed and Pan Tilt Zoom (PTZ) cameras.	**PTZ** provides visual assessment for the IDAS.
Alarm Management System (AMS).	**AMS** recognizes all alarms from IDAS and sends them to the RSCC.

3. The system includes:

   - Digital Video Recorders (DVR).

   - AMS clients at Local Security Gates (LSG) and Saudi Arabia Government Forces Gates (SAGFG).

IDAS Mock Up Area—Components

Below is a picture of the ISTC mock up area showing the main components of the IDAS.

The Major Components in the Alarm Management System (AMS)

The Alarm Management System provides a central location where all alarms from the various detection systems are directed. It then converts those alarms into messages that are viewed by the RSCC Operator. The messages allow the operators to make informed decisions of how to respond.

Long Range Detection and Assessment System (LRDAS)

Another essential part of the IDAS, the Long Range Detection and Assessment System (LRDAS) which provides:

- Long-range detection of approaching objects.

- Tracking of the movement of **vehicles and personnel** within designated areas surrounding the sites.

- Reports the position of all detected movements with videos locally and to one of five designated RSCCS.

LRDAS Set Up in ISTC Mock Up Area

The LRDAS System Set Up in the ISTC Mock Up Area

Long Range Detection and Assessment System (LRDAS) Components

The LRDAS system consists of:

- Radar sensors

- Laser illuminated cameras with long range zoom capability

Long Range Detection and Assessment System Capabilities

LRDAS can:

- Analyze and show (display) radar targets.

- Tracks using CCTV cameras.

The Land Surveillance Radar (LSR)

The Land Surveillance Radar (LSR) provides:

- Radar by scanning areas outside of the perimeter.

- The LSR transmits radar-tracking messages.
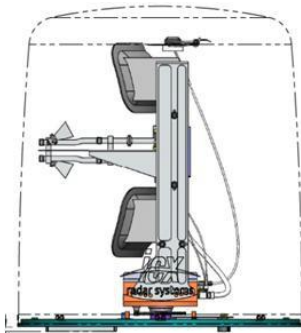
The Marine Surveillance Radar (MSR)

The Marine Surveillance Radar (MSR) provides:

- radar detection by scanning marine areas surrounding the facility.

- The radar track processor transmits radar track messages to the FEC via Ethernet.

- An intrusion is when a target is detected within an alarm zone.

The Long Range Camera (LRC)

The Long Range Camera (LRC):

- Provides the LRDAS system with visual assessment capability (CCTV).

- Is an intensified day/night camera.

- Is used to assess objects outside the fence.

- Has a laser illuminator for night vision.

- Has a range > 5 km.

- Connects to the Alarm Management System for pan tilt zoom control.

LRDAS Sensor Sub-System

An LRDAS sensor sub-system includes:

- A tower to mount the radars and long-range cameras.

- Towers designed to support the surveillance radars and a long-range cameras or just the long-range camera.

- An MSR and a long-range camera or just a long-range camera.

Lesson 3.13 Patrolling

PATROLLING

Objective

The objective of this lesson is to teach you the importance of, and reasons for, patrolling.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know different types of patrolling and how to perform patrolling roles.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify basic patrol functions
- Carry out patrol preparation
- Inspect patrol equipment
- Receive patrol instructions
- Carry out safe patrolling techniques
- Perform mobile patrolling techniques
- Participate in surveillance activity

Introduction

1. The four (4) main objectives for security officers are:

    Protection of life.

    Protection of property and facilities.

    Prevention of loss and waste.

    Prevention and deterring crime

2. Patrolling is the main way of meeting these objectives.

3. Patrolling will be different for each site and general instructions, GIs, Post Orders or policy and procedures have all the needed information.

When Starting Each Shift, What Information Does the Security Officer Need to Be Aware of?

This information can be found in all or some of the following: Post Orders, policy and procedures, occurrence book, handover notes, the supervisor, or previous shift Security Officer or the control room:

- How many times during a shift they will patrol.

- Patrol routes and times.

- Routine duties to be performed during patrols.

- Special duties for the shift.

- What hazards may be encountered.

- Emergency assembly areas for emergency services.

- Incidents or occurrences from the previous shift.

- Location of emergency equipment.

- Location of telephones.

- Emergency procedures.

- Contact numbers.

- Entry and exit points.

- High profile areas.

- High risk areas.

Types of Patrolling

1. Patrols may be inside offices, facilities or outside, around the perimeter. Generally, there are two different types of patrols.

   - Foot Patrol

   - Vehicle or Mobile Patrol

2. Security Officers on patrol observe a wide variety of people, assets, and locations. They report hazards and weaknesses in the protection program so that changes can be made.

3. Security Officers should patrol assigned areas thoroughly, frequently backtracking and taking unexpected routes. The officer should try to observe people and locations on the assigned route without being noticed.

4. The officer must also have an intimate knowledge of the patrol area and be aware of shortcuts, dead ends, construction work, and any other factors that might affect response.

5. Knowledge of any known hazards and planned special activities (events, visits, where normal operations may be changed) is also required.

6. Observation is a prime task for the officer on patrol. The officer should carefully regard all aspects of the environment. When anything out of the ordinary occurs, the officer should evaluate the situation and take the necessary steps.

7. On patrol, security officers should be very observant for the following:
   - Suspicious persons, vehicles, or situations.
   - Unusual activity—anything suspicious, persons causing a disturbance, unusual groups of people, suspicious vehicles, arguments, unusual activities.
   - Hazardous conditions, such as fire hazards, unsafe conditions or potentially unhealthy environments or conditions.
   - Problems with fire-fighting or other safety equipment (AEDs, extinguishers, first aid kits).
   - Violations of company security or safety policies.

8. Patrols are generally divided into two categories—foot patrols and mobile (vehicle) patrols. There are various types of mobile patrols, where security officers can use cars, trucks, golf carts, bicycles, motor scooters, special patrol scooters (such as Segway), animals (camels, horses) and vessels for marine patrols. Basically, marine patrols are a mobile patrol on water where officers use boats or watercraft to patrol and respond to incidents. More on marine patrols is explained in detail in the Basic Offshore Security Course.

9. In addition, specialized patrols such as air patrols conducted by unmanned drones or manned aircraft are used to patrol larger areas such as pipelines, large fields and remote locations that are not accessible by other vehicles. Traditionally, patrols of remote areas would be done using camels or horses.

Equipment

Equipment required for patrolling:

- Flashlight.

- Keys.

- Notebook and black ballpoint pen (ink can run if wet and blue ink is difficult to photocopy).

- Radio/mobile telephone.

- Landline phone.

- High visibility clothing, if carrying out external patrols.

- PPE (Personal Protective Equipment) (Head, eye, hand, foot or other safety equipment.)

Before Starting Patrols

1. All items listed below must be checked in your Post Orders and/or Policy and Procedures for specific details.

2. Ensure the safety of the facility by following the fire Prevention/Safety along with the Health and Safety guidelines:

  - Turn off electrical appliances.

  - Put out cigarettes.

  - Check any equipment is in working order (radio, flashlight etc.).

  - Carry out a test call to ensure the radio's correct operation.

  - If available CCTV should be checked to ensure its correct operation.

  - Inform the control room or colleagues of the patrol.

  - Log the start time of the patrol in the occurrence book and pocket note book.

  - Lock the security office area.

Saudi Aramco: Confidential

3.   The Security Officer should know which areas are alarmed. They should know how to set any alarms that need setting.

During the Patrol

Internal Patrols

1.   Internal Patrols are carried out to ensure the security of buildings on the assignment.

2.   What is checked?

- All internal areas (as per Post Orders and/or policy and procedures).
- Internal windows and doors.
- For other types of Health/Safety hazards.
- That there are no slip, trip or fall hazards.
- Surveillance equipment (CCTV, etc.).
- Machinery/equipment left running unnecessarily.
- The alarm status.

Points to Note

- Areas must be checked physically.
- Use notebooks to record anything unusual, suspicious, or hazardous.
- On return to base, ensure that any required calls to control are made, and write any necessary reports.
- Post Orders and/or policy and procedures will always have full details and guidance.
- Do not switch off computers/faxes etc.

External Patrols

1.   These are done to ensure the security of the grounds and boundaries protecting it.

2.   What do we check?

- Doors and windows.
- Ensure exterior lights are working.
- Look for signs of intrusion.
- For suspicious vehicles.
- For breaches of Fire and Health and Safety regulations (slip, trip and fall Hazards).
- For security of fences or boundaries and the perimeter.

Points to Note

- Record any findings in a notebook and report on return.
- Follow assignment instructions.

Mobile Patrol

1. Mobile Patrols protect our facilities by day and night. They are a high visibility deterrent and allow us to patrol a large area or zone.
2. Mobile patrols are random and checked as part of a patrol route, but not on a rigid schedule.
3. Industrial Security Officers perform mobile patrols to detect and prevent illegal or unauthorized activities. Mobile patrols also provide a quick response for emergency assistance when required.

4. The goal of a mobile patrol is to:
   - Protect life.
   - Protect facilities.
   - Assist anyone who may need help.
   - Prevent and detect fires.
   - Enforce rules and regulations.

Mobile Patrol Duties and Responsibilities

1. Before beginning you patrol you will need to carry out some checks. For example:

   - The working condition of your vehicle.
   - First aid equipment.
   - Flashlights.
   - Radio equipment.
   - Speed radar.
   - Emergency warning lights and equipment.
   - PPE.

2. If there is any missing or defective (unreliable) equipment, you must report immediately to your supervisor. Other equipment you will need is your notebook, a pen with a spare, warning triangle, traffic cones, rope, spare tire and associated equipment and stop sign. You should have a checklist prior to patrolling.

3. Things to think about when carrying out a mobile patrol:

    - Familiarize yourself with your patrol area (zone).

    - Be visible during you patrol, as this will act as a deterrent.

    - Change your route frequently and do not set patterns.

    - Restricted and sensitive areas require detailed patrolling.

    - Report any irregularity or suspicious activity immediately.

    - Investigate suspicious items.

    - Check all fences within your assigned area.

    - Check all gates are locked and the lock is in working order.

    - Keep on the lookout for suspicious persons or material.

    - When in doubt, report to the RSCC and your supervisor.

4. We must ensure that all lights are working and report any that are not. Suspicious activity could easily go undetected in badly light areas.

5. Could the lights be purposely broken and/or turned off to allow a crime to be conducted? This is a question you should ask yourself. Be suspicious and be inquisitive.
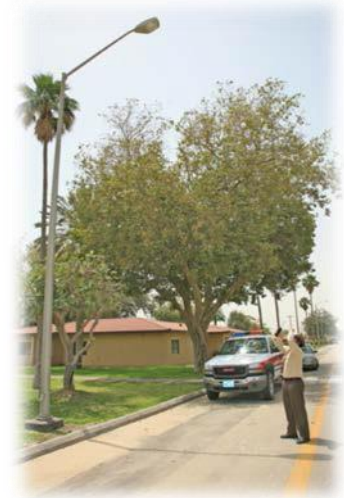
Mobile Patrol Zones

1. Large areas have been divided into smaller areas called zones. These zones are too big to be covered on foot. You will be assigned a zone to patrol and you must become familiar with the area. Identify what is an occupied building and what is not.

2. Air patrols are highly effective, but do not have the presence on the ground for minor detail or the deterrent capability that a mobile or foot patrol has. Mobile security patrols are particularly useful for areas that do not need visible static Security Officers all the time. Visits by security patrols can detect a crime or hazard on a premises and trigger a prompt and quick response by protection officers.

3. Security mobile patrols also play a key role in preventing and/or minimizing damage by early detecting, assessing and reporting potentially hazardous conditions, such as:

- Fire or other safety hazards.

- Chemical spills.

- Leaking pipes.

- High temperature of boilers and machinery.

- Unsanitary or unhealthy conditions.

- Accidents or other life hazards.

Mobile Patrol Techniques

There are a number of techniques that you will need to consider when conducting mobile patrols. These are:

- Ensure you update your location regularly.
- Be visible, as this will act as a deterrent.
- Drive quietly and slowly during night patrols.
- Use your headlights to check potential difficult to see areas.
- Obey rules such as speed limits.

Inform the dispatcher if you investigate anything suspicious, such as:

- Ladders leaning against walls or fences.
- Ropes hanging from a roof.
- Vehicles backed up to loading/unloading areas.
- Lights on in an empty building.
- Windows or doors that should be locked but are found to be open.
- Listen to your radio at all times so that you can react to an incident if required.
- Request assistance if you need it.

At night, from time to time, stop your vehicle, turn off lights, get out of your vehicle and listen.

Do not write your reports in a dark isolated place.

Keep alert and your interior light off.

Mobile Patrol–The Community

In security, the term public or community is a group of people sharing a common interest relative to our work environment. The people we meet changes from work site to work site.

Good community relations are essential for security operations to succeed. Community relations are the mutual understanding of Industrial Security and the Saudi Aramco community. Information gained from the Saudi Aramco community could provide Industrial Security Operations with valuable information concerning problems.

Each person has his or her own individual needs. Find out what they are and what you can do to help them. If someone asks for help and you cannot assist, tell him or her that you will get back to them after you have asked assistance from your supervisor.

When patrolling within the community we need to help and assist wherever we can. When you come in contact with the community do the following:

- Be dependable (reliable).
- Be courteous and helpful.
- Show interest and concern.
- Use tact (be sensitive).
- Be discrete.
- Respect confidence.
- Be fair.
- Be patient.

Security officers MUST remove the following phrases from their vocabulary:

- "No, we don't do that."
- "No, we can't help you with that."
- "It's not security's job."

Patrol Equipment—Speed Radar Gun

1. A speed gun is an effective device for enforcing Saudi Aramco traffic regulations. Drivers usually slow down below the speed limit when they see a radar gun in operation. Warning or giving tickets to people who drive over the speed limit are two ways Security Officers can down traffic and prevent traffic accidents.

2. Industrial Security Officers police roads within Saudi Aramco facilities.

3. A radar speed gun is a radar unit that may be hand-held, vehicle-mounted or static.

4. It is a gun shaped device for measuring speed accurately.(It measures within +/- 1kph).

5. The speed gun can measure speed from:
   - A stationary position.
   - A moving position.
   - A vehicle coming or going.

6. Speed Radar Guns should be calibrated regularly to ensure accuracy.

7. When operating a Speed Radar Gun, check to ensure the Saudi Aramco serial number is correct.

8. You will need to power (PWR) the Speed Radar Gun and carry out a function test.

Skills for Patrolling—Attention and Observation

Use all of your senses to help you, these include:

- Sight
- Hearing
- Touch
- Smell
- Common Sense
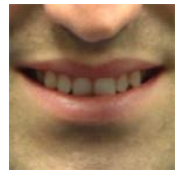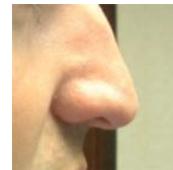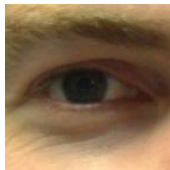
Site Knowledge

1. Your ability to carry out proper patrols depends on your observation skills and your knowledge of the site.

2. A Security Officer's time spent patrolling is valuable. You can learn about the company's activities, employee relationships, and other useful information can be gained during patrols and by talking with people in the community.

3. Security Officers should acquire a general knowledge of company activities so that anything out of normal activity becomes noticeable.

4. Security Officers should learn the names of departmental heads of and be able to recognize their signatures. This is important when examining "pass-outs" and other similar documents authorizing removal of materials or tools from Saudi Aramco.

5. It is very important that officers know the area they are working at, they should have knowledge of:

   - Assignment instructions.
   - Location of emergency equipment.
   - Location of telephones.
   - Where and when to patrol.

Detecting Unauthorized Access

Physical Indicators

1. These obvious physical indicators tell us if someone has gained unlawful access to the site. If an alarm has been activated we need to know the reason for it, this may be a fault of the system or may have been triggered by:
   - Activated alarms.
   - Use of CCTV.
   - Broken or open windows.
   - Broken or open doors.
   - Ladders or ropes.
   - Noises.
   - Open desks.

2. If an alarm is activated, then we can use CCTV (if it covers that area) to check to see what is happening before we send a patrol to check.

How People Act

1. People who are **NOT** authorized to be onsite can provide "signs" they are suspicious people. If you see someone on site and as you go to check them out, they run away. There has to be a reason for their running away.

2. You are on patrol and see someone hiding in a doorway or attempting to hide. This is an alert to you —it is not the actions of someone who has authority to be there.

3. Examples are:
   - Someone walking or running away as they are approached.
   - Someone hiding or attempting to hide.
   - Someone carrying something unusual.
   - Someone in an unauthorized area.
   - Someone you do not recognize.
   - Someone not wearing a uniform, where one is normally worn.
   - Their responses to questions are suspicious.
   - Their level of co-operation is not normal.

4. Other actions you may see from people's behavior, when questioned they become evasive or cannot give a reasonable account as to why they are there, or they do not want to co-operate with you.

Security Breaches

1. Ensure your own safety and then follow the procedure defined in the Post Orders and/or policy and procedures.

2. Inform the management team and control room as soon as possible.

    Preserve the evidence and secure the area.

3. Provide site security as soon as possible.

Following the patrol

1. Inform control and/or colleagues of the completion of the patrol (depending on instructions).

2. Record any findings in the occurrence book and, if necessary, complete the appropriate reports.

3. Continue with observing the scene with CCTV, if available.

Lesson 3.14 Regulation Violations

Regulation Violations

Objective

The objective of this lesson is to train you on the procedures for ensuring that regulations are followed to and identify the procedures for Security Officers should a violation take place.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Be able to understand the procedures for ensuring that regulations are followed.
2. Be able to identify the procedures for security officers when they observe a violation take place.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Demonstrate how to follow the Saudi Aramco procedures on applying regulation violations.

Violations

Industrial Security Officers have many different roles and responsibilities. While not police officers, we do police our facilities and community. Due to the nature of our business, Saudi Aramco applies the law of Saudi Arabia but also it has internal rules and regulations. Security officers may need to enforce the regulations.

- Security officers must be able to identify the procedures should a violation occur.

- General Instructions detail what rules employees, their families, and visitors have to follow and if rules are broken, security officers may intervene.

What is a Violation?

A violation is a rule, regulation or law is broken or not followed. It is usually of low seriousness. Seriousness depends on how the violation has affected others (the company, society or people).
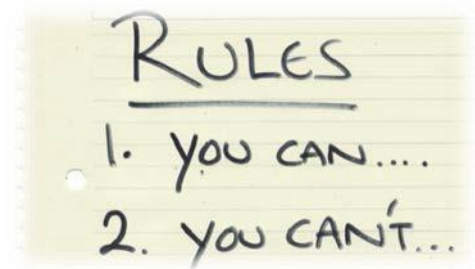
How to Handle a Violation

1. While conducting patrols you may see a violation. How you deal with it depends on the situation and this will help determine how to act.

2. If the crime or incident can be safely stopped, try to stop it from continuing. If you signal the violators with a loud noise or voice to inform them they are noticed – they may stop.

3. Always think about your safety. If it is not safe - call the RSCC for assistance and wait for a patrol back up.

4. Try to keep the crime or incident scene as untouched as possible until the investigators arrive.

5. Remember and write in your notebook the information about possible suspects and witnesses involved. If somebody has been injured, report immediately to the RSCC.

6. Remember:

    *   Think about your safety.
    *   Report to the RSCC and your Supervisor.
    *   Protect bystanders.
    *   Deal with any casualties.
    *   Detain where possible.
    *   Protect the crime or incident scene and potential evidence.

Violations to Regulation

1. Saudi Aramco has rules and regulations.

2. The definition of a regulation is:

    A rule, principle, or condition that governs procedure or behavior

3. Vehicle regulations are what security officers will deal with as routine violations. These include:
    *   Parking violations.
    *   Mobile phone use while driving.
    *   Speeding.
    *   Not using seatbelts.
    *   Vehicle accidents.
    *   Vehicles not safe to use on the road.

4. There are a number of regulation violations that employees, their families, and visitors may make unintentionally. These violations may also have security implications. For example, the loss of an ID card or vehicle sticker that could be used by someone unauthorized to gain access to our facilities.

Security Violations

1. A security violation can be defined as:

   An act of breaking or disregarding regulations that have a direct impact on the security integrity of the company.

2. Examples of Security Violations include:

   - Loss of Saudi Aramco ID.
   - Entering a restricted area without authorization.
   - Discussingor providing company confidential information to external or unauthorized personnel.
   - Leaving passwords and other material written down and not secured away.
   - Loss of a weapon or ammunition.
   - Stolen vehicles and associated passes/stickers.
   - Losing or stealing company property or documents that have a security implication.

3. The effects of a security violation can be very serious. While security violations can be internal and unintentional, they can lead to external events and have devastating effects. See below:

4. Saudi Aramco regulations ensure that people who enter our facilities do so in a safe and secure environment. As Security Officers, we must act as the police for company facilities and ensure that personnel abide by the rules and regulations. Violations can be from a safety point of view, but also from a security point of view. Be fair but firm when issuing or reporting violations.

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Saudis 'foil oil facility attack'

Saudi security forces have foiled an apparent suicide car bomb attack on a major oil production facility in the eastern town of Abqaiq.

Guards opened fire on at least two cars carrying explosives as they tried to ram the gates. Two guards were killed.

BBC security correspondent Frank Gardner says the attack is the first direct assault on Saudi oil production.

The al-Qaeda network on the Arabian Peninsula has long called for attacks on Saudi oil installations.

Saudi Oil Minister Ali al-Nuaimi said output at the facility, which handles about two-thirds of the country's oil production, was unaffected by the attack.

Lesson 3.15 Traffic Violation Procedures

Traffic Violation Procedure

Objective

The objective of this lesson is to train you on the procedures for dealing with traffic violations and familiarize you with the General Instruction (GI) 6.030. This deals with traffic safety and violation instructions.

Learning Outcomes

By the end of the lesson, you will be able to:

1. Understand the procedures for dealing with traffic violations.

2. Understand the General Instructions (GI) # 6.030.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Describe Saudi Aramco General Instruction (GI) # 6.030 – Traffic Violations.

- Identify when to issue a Saudi Aramco Form 2412.

- Enforce parking violations.

- Fill out Saudi Aramco Form 2412.

General Instruction (GI) 6.030

1. Accountability—Each authorized driver of a company vehicle and any driver on Saudi Aramco property shall be held accountable for the safe operation of all vehicles. All actions by a driver should be in line with Saudi Arabia law in addition to instructions set out in GI 6.030.

2. Departments will instruct all drivers that they are expected to operate vehicles responsibly, with all due attention to legal requirements, road and traffic conditions, and vehicle operating limits. All authorized Saudi Aramco drivers and all drivers of vehicles on Saudi Aramco premises are required to drive in a manner to safeguard not only themselves, their passengers and their vehicles, but also, pedestrians, other vehicles, and company or private property.

3. GI 6.030—Deals with all traffic rules, including:

    - Vehicle safety programs and requirements.

    - Rules for operation of motor vehicles.

    - Program maintenance and support.

    - Reporting and improvement.

    - Contractor vehicles on company property.

    - Off-job driving safety.

    - Citations for unsafe driving practices and assignment of penalty points.

- Disciplinary action and corrective guidance for violations incurred by employees in company vehicles.
- Disciplinary action and corrective guidance regarding private vehicles.

4. In addition, GI 6.030—deals with:

- Licensing - All drivers shall hold a valid license recognized by the Saudi Government, permitting them to legally drive in the Kingdom of Saudi Arabia.

- Non-Saudi Arab Government driver's license International Driver's License, driver's license from country of origin.

GI 6.030 also Deals with Violations such as:

- Mobile phone use when driving.

- Speeding.

- Seatbelts.

- Reporting vehicle incidents.

Citations for Unsafe Driving Practices and Assignment of Penalty Points

- Industrial Security is responsible for issuing citations for traffic violations.

- Using the online Saudi Aramco Unsafe Driving Practice Warning (UDPW) system.

- Electronic form SA-2412: - "Notice for Unauthorized Parking and Unsafe Driving Practice."

- Penalty points are given for each single violation within a multiple infractions (e.g., failure to stop at a traffic light and failure to wear a seat belt = 16 points).

Traffic and Vehicle Safety Violations

- Driving without a valid, Saudi Arabian Government driving license is illegal.

- Driving at speeds too high for traffic, road, and weather conditions, or at speeds exceeding Saudi Arabian Government traffic regulations or posted speed limits.

- Driving in a reckless manner (combination of moving violations).

- Failure to make a complete stop at a stop sign or red traffic light.

- Failure to yield the right-of-way at a yield or 4-way stop sign.

- Failure to use hand signals or automatic turn signals.

- Obstructing traffic by stopping in a traffic lane for conversation or to load or unload passengers or materials.

- Driving in the wrong direction on a one-way street, driving on the left side of a two-way street, or not obeying the "No Entry" or "No Exit" signs.

- Failure to give the right-of-way to a pedestrian who is in a crosswalk.

- Driving "out of position," which includes:

  o Passing in a "No Passing" zone (double center line), and on hills and blind curves.

  o Passing at intersections.

  o Passing at a crosswalk where a car has stopped to allow a pedestrian to cross.

  o Passing on the right on a two-lane road.

5. Driving overloaded vehicles is also illegal, these include:

- Carrying too many passengers beyond the capacity of the vehicle (e.g. 8 passengers in a 5-seat sedan).

- Carrying too much weight for capacity of the vehicle.

- Carrying more passengers than the number of seat belts available.

- Transporting passengers outside the passenger compartments of vehicles.

- Driving with tires not inflated to specification.

- Driving over 70 kph with sand tires.

- Driving with an extended or overhanging load without a red flag in the daytime, or red light at night.

- Driving in the fog or a sandstorm without the headlights on.

- Driving a vehicle that has a known mechanical defect, this could affect safety.

- Driving with dirty windshields and windows.

- Vehicle abuse (includes skidding wheels when starting, leaving windows down during sandstorms, rainstorms, etc.).

- Failure to dim the headlights for oncoming traffic.

- Driving with the headlights on bright when one is less than 100 meters (300 feet) away from another vehicle at night.

5.   Failure to wear a seat belt at all times or failure to make sure the passengers do the same when the vehicle is in motion inside or outside the camp

6.   Shoulder straps should also be worn at all times,   where provided.

Children and seat belts

6.   While this may look amusing, children's safety is sometimes compromised. Children cannot make the decision on their own to use restraints. Parents have responsibilities, but we have a responsibility to ensure all staff, dependents, and contractors are safe.

Prohibited Parking Spots

Parking violations include:
- Parking near curbs or corners painted with yellow paint.

- Parking in areas with posted "No Parking" signs.

- Parking on the left side of the street, facing the traffic.

- No Parking zones.

Prohibited Parking and Violations

Parking on the wrong side of the street.
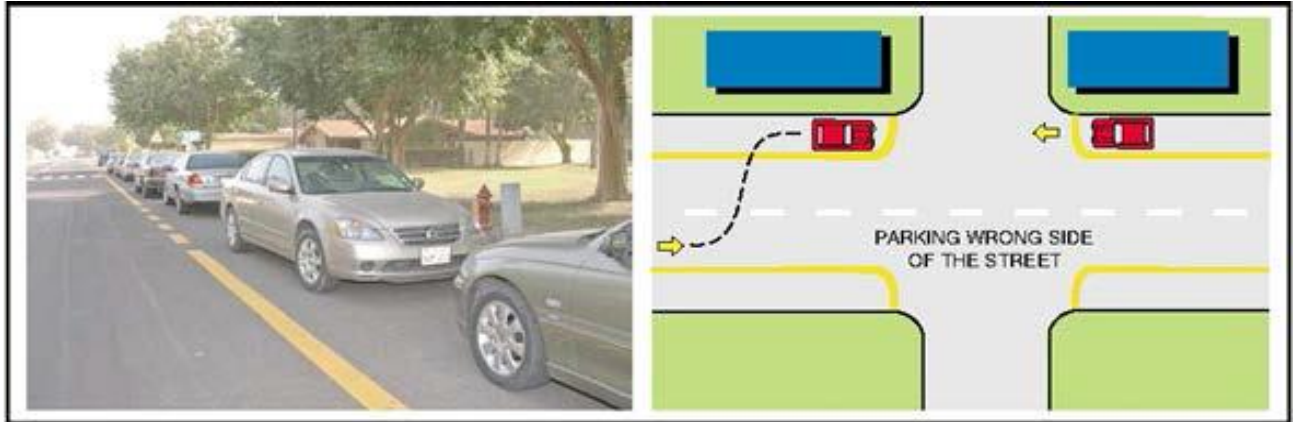
Double Parking.
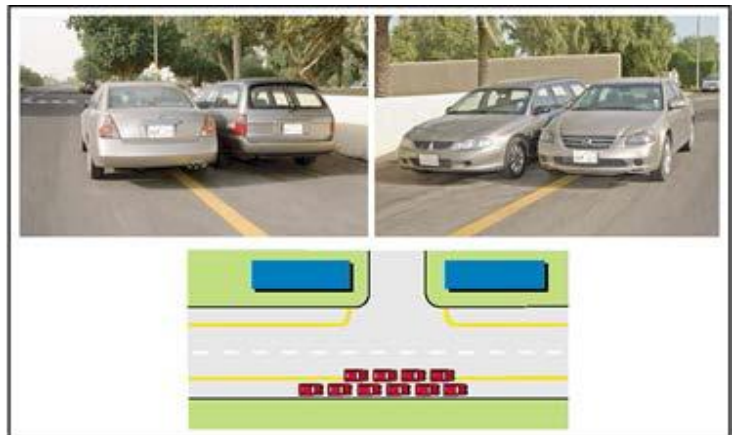
Parking more than 40 cm (16 inches) from a curb.

Parking in narrow alleys.

Additional parking violations include:

- Parking within 15 meters of a traffic light.

- Parking within 7 meters of a fire hydrant.

- Parking so as to obstruct entrance/exit to fire stations.

- Parking so as to obstruct entrance/exit to hospitals.

- Parking in posted "Fire Lane-No Parking" zones.

- "Reserved Parking."

- "Emergency (Ambulance) Vehicle Only."

- "Mail Pickup Vehicle Only."

- "For Vehicle No. Only."

- "Handicapped Parking Only."

- Parking in any slot reserved for a specific person or title.

- Parking on any curbed or marked sidewalk.

- Parking without having the emergency hand brake set.

Parking Violations – Saudi Aramco Form 2412

Issue Traffic Warning Citation

1. Security Officers are responsible for enforcing company traffic rules on company property. Unsafe driving habits cause many accidents, which result in injuries and property damage. Good traffic enforcement helps keep the roads safer.

2. Saudi Aramco General Instruction 6.030 states the areas that require the Security Officer to enforce the traffic and vehicle safety by issuing a traffic warning citation (Saudi Aramco Form 2412).

If the vehicle is unattended:

- Make sure the vehicle has no special sticker for the slot.

- Write the "Unsafe Driving Practice Warning" citation:

  o Fill in all the blanks.
  o Date and sign the citation.
  o Place the proper copy under the windshield wiper.
  o Give the rest of the copies to your supervisor.

If the driver is present, decide if you want to issue a citation. If you do:

- Fill in all the blanks and include the driver's name, ID number, and his organization's name.

- Have him sign the citation, give him a copy.

- Give the rest of the copies to your supervisor.

Saudi Aramco Form 2412

"Unsafe Driving Practice Warning" is the official form to cite a driver for a traffic violation.

- Fill one out whenever:
  o A supervisor reports a traffic violation to you.
  o You observe a traffic violation being committed.
  o You stop a driver for having committed a violation.

- Remember when completing the citation
  o Leave no blanks on the citation.
  o Use an ink pen when filling out the form.
  o Print all the information neatly.
  o Sign the completed form.
  o Fill in the driver's name and ID number.

     o   Have him sign the citation if he is with you at the time.

     o   Give the completed citation to your supervisor.

NOTICE FOR UNAUTHORIZED PARKING AND UNSAFE DRIVING PRACTICE

Saudi Aramco 2412 (3/99) 464-600 (Industrial Security)

Control No. _____

Date Prepared _____

To	Employee Name	Badge #	Dept./Div./Unit Address

This is to notify that Security Personnel noticed safety/traffic violation for the vehicle being used by you and/or your dependent as follows:

Type of Vehicle:

☐ Private   ☐ Company   ☐ Contractor   ☐ Other (Specify _____)

Vehicle Information			Location where violation was discovered
Door #	License Plate #	Sticker #	

Date (MM/DD/YYYY)	Time _____ a.m. _____ p.m.

Violation Type:

☐ Driven at a high rate of speed. Clocked at _____ KPH   ☐ Parking on left side of street

☐ Driving against Traffic flow   ☐ Failed to stop at a "Red" light

☐ Driven in a reckless manner   ☐ Failed to stop at a "STOP" sign

☐ Improperly Parked   ☐ Safety Belt not used by Driver

☐ Parking in "No Parking" Zone   ☐ Safety belt not used by companions

☐ Exceed permitted parking time   ☐ Other (specify _____)

Action Taken: ☐ For information only (must not repeat violation)   ☐ Violation ticketed

NOTE: If ticketed, the violation will be reported to the Department Manager or higher.

Driver Name & Signature (Acknowledging receipt of the ticket)	Badge #	Reported by Security Patrol (Badge #)

Distribution: Original - Sec. Supdt.   1st Copy - Employee   2nd Copy - Sec. Shift Supdt.

Summary

1. As a Security Officer, you will be required to police the traffic and vehicles within company property.
2. The goal is to keep Saudi Aramco moving, safely.
3. You now have a better understanding of GI 6.030, and violation procedures, and your role in securing a safer environment on the roads within company boundaries.

Lesson 3.16 Control Vehicle Movement

Control Vehicle Movement

Objective

The objective of this Lesson is to teach you traffic control procedures, how to direct traffic and regulate special types of traffic flow.

Learning Outcomes

By the end of the lesson, you will be able to identify and carry out the following:

1. Know traffic control procedures.
2. Be able to direct traffic and regulate special types of traffic flow.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Identify signs and automatic signs.
- Identify traffic directing priority.
- Know the different types of roadway positions.
- Know gate duties to control traffic.
- Know the different types of hand signals.
- Know how to use the whistle.
- Demonstrate how to operate equipment.
- Demonstrate the use of hand signals.

Signs and Automatic Signs

The **STOP** sign is the most important traffic sign in use today.

The functions of a **STOP** are:

- Regulates traffic flow
- Clarifies the question of "who has the Right-of-Way" at intersections
- Reduces motor vehicle accidents at intersections

There are two main types of automatic traffic signals:

- Traffic lights of three colors, sometimes with an arrow for easy turning

- Visual and audio warning signals commonly seen at railway crossing

Traffic Directing Priority

1. Any authorized person directing traffic takes priority over automatic traffic light signals.

2. Security Officers directing traffic should be aware that most drivers are conditioned to obey automatic traffic lights rather than a person directing traffic.

3. When possible, automatic traffic lights should be turned off when a Security Officer must direct traffic.

Roadway Positions

1. The position selected to direct traffic must be suited to the particular intersection and expected traffic patterns. It must command a full view of the intersection and its approaches.

2. Usually, officers assigned to traffic control will select a safe position where they can be seen by oncoming traffic and they have full view of the intersection. **Remember, safety first!**

3. It is essential that you have the proper equipment when on traffic control:

    *   Uniform
    *   Reflective body vests
    *   Flashlight
    *   Whistle
    *   Radio
    *   Signs

Traffic Control

1. Hand signals must be clearly defined and understandable gestures. Improper hand signals cause confusion, hesitation and may lead to violations and collisions.

2. A Security Officer will be assigned to control traffic to get maximum and efficient vehicle movement by preventing crowding and bottlenecks.

3. The goal is to safely keep traffic moving efficiently.

Regulate the Flow of Traffic

1. Traffic movements (flow) must be of equal and adequate time.

2. Allowing a longer run of a direction of traffic is better to reduce a buildup of vehicles
   - Supervise all vehicular turns.
   - If turning vehicles increase the amount of congestion, direct traffic to continue straight ahead during the period of the backup.

3. If traffic is extra heavy or a line of vehicle is building then adjust the time and direction of a flow.

4. In heavily congested situations when a large number of motorists are making right turns, hold back pedestrians to give priority to the vehicles.

5. Right turns from the left lane or a left turn from the right lane are prohibited.

   - They are illegal and increase the potential of congestion and collisions.

6. Coordinate the flow of traffic with the nearest intersections. If the traffic movement is not organized and matched, traffic build up may occur due to traffic stopped at the next intersection.

Protect Pedestrians

Pedestrians can be protected only if they are held back at the curb until all moving traffic is stopped completely.

The security officer cannot predict a driver's actions and safety of pedestrians is extremely important.

Assisting Emergency Vehicles

When an emergency vehicle is approaching an intersection controlled by a security

officer and the vehicle is operating the emergency lights and or siren:

- Stop all vehicles and pedestrian traffic.

- Give the emergency vehicle driver a "Go" when the intersection is

  clear.

- The "Go" signal will indicate it is safe to proceed and the

  intersection is clear to the emergency vehicle.

Security Officer Position when Directing Traffic

This position affords the greatest visibility, but is also the most hazardous. This location is usually selected when:

- Traffic signals are inoperative.
- Traffic is not moving at a high rate of speed and where there is little pedestrian traffic.

Assisting Pedestrians

Intersections with heavy pedestrian traffic or vehicular turns can be controlled by an officer standing a meter from the curb line at one of the corners having better personal safety and pedestrian control.

Traffic Directing Hand Signals

- During daylight hours a fluorescent vest must be used
- At night, a flashlight or traffic baton should be used
- Execute all hand signals sharply and plainly
- Look at the traffic before giving any signal
- Make sure the traffic can respond safely to your signal
- Give only one complete signal at any one time

Using the whistle:

- One long blast to stop the traffic
- Two short blasts to move the traffic
- Up to four short blasts to get a driver's attention

Directing Traffic

- Take a position in the middle of the street or intersection

- Stand with shoulders parallel to the moving traffic

- Wait for a gap in the lines of vehicles passing you

- Raise your arm horizontally about shoulder high

- Flip your hand vertically; show your palm toward driver

Stopping Vehicles

- Stop the vehicles facing you first

- Turnabout, face the opposite vehicles

- Extend the left arm to hold the traffic already stopped

- Then extend the right arm to stop the opposite vehicles

Make the Vehicles Move

- Stand with your shoulders parallel to the vehicles

- Face the vehicles you want to let go

- Point with your right index finger at the first car

- Blow two short blasts on your whistle.

- Bend your horizontal arm at the elbow.

- Flatten your hand and point in the direction you want the vehicle to go.

Hand-held Stop Sign

There will be occasions when we require using a hand-held stop sign

Direct a Vehicle to Turn

- Stop conflicting traffic

- Point at the driver you want to turn

- Swing your arm and point in the direction you want the vehicle to turn

How to Ease a Traffic Jam

- Stop the shorter traffic lines more often

- Allow the longer traffic lines to go for a longer time

- Allow the shorter traffic lines to go for a shorter time

- Always keep the intersection clear when stopping traffic lines

General Rules for Traffic Direction

- Select a position best suited for the intersection
- Use uniform signals and gestures
- Keep stragglers alert and moving in their proper traffic lanes
- If a line of vehicles begins to form, look immediately for the source of the trouble and take action
- Be cheerful, but firm. Do not shout or argue with drivers or pedestrians

- Use a flashlight for directing traffic after daylight hours
- Never shine your light into a driver's face
- Swing the light slowly across the path of the oncoming vehicle to make it stop

Summary

1. Controlling vehicle movement is a primary role of a Security Officer.

2. It is vital that you know the correct procedures and actions to ensure that you and other personnel are safe at all times when controlling vehicle movement.

Lesson 3.17 Respond to Domestic Disturbances

Respond to Incidents - Domestic Disturbance

Objective

The objective of this lesson is to train you on the procedures for responding to domestic disturbances.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Be able to follow procedures on how to handle domestic disturbances.

Assessment Criteria:

Students will be evaluated on the following competencies:

-   Demonstrate how to respond to violations contrary to security violations.
-   Demonstrate how to respond to domestic disturbances.

What Is a Domestic Disturbance?

1. It is the willful intimidation, assault or other abuse between family members, or a third party (i.e. a neighbor) that requires a response by security or policing services.

2. Domestic violence can take many forms, including physical aggression or assault (hitting, kicking, biting, shoving, restraining, slapping, throwing objects). This may also include threats, sexual abuse, emotional abuse, intimidation, stalking or subjecting someone to abusive domineering (bossy) behavior and economic deprivation (withholding money).

Basic Principles on the Scene of a Domestic Disturbance

Responding to domestic disturbance calls can be potentially dangerous. For the most time it will be nothing more than an argument between family or neighbors, but there are some basic principles that will assist you when you are first on the scene of a domestic disturbance:

Have Backup

- If available manpower allows it, make sure that you respond to a domestic dispute with at least one other Security Officer. This is vital for security officer safety.

Get Information

- Obtain as much information as possible from the RSCC (they can get the information from the caller or callers). This information can be very important to the responding security officer:
  - Information on weapons
  - Number of subjects involved
  - Prior history on the subjects and location
  - Description of any vehicles

Park Wisely

- If you are in a marked patrol vehicle, position it away from the response location and park where the occupants of the location cannot see you arrive.
- This will allow you to approach the location quietly and slowly – observing any activities.

Scan the Area

- Do not rush into a situation.
- Take time to visually scan the area.
- Observe with your eyes and ears to learn out what you may be walking into.

Position yourselves Safely

- Be sure not to crowd at the door.
- Ensure you are able to observe and provide back up for each other should the need arise
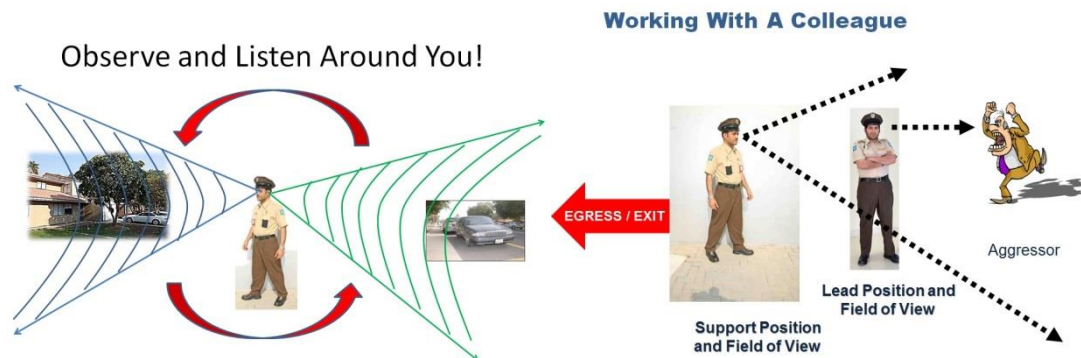
Establish Presence and Control

- In defensive tactics, "control" is important.
- Establish your presence quickly and control all persons within the area.

Identify (ID) People

- Quickly identify the people present.
- The cover officer can radio or call the RSCC while the contact officer determines the presence and location of any weapons.

Be aware of what is around you

- A kitchen knife sitting on a table can become a dangerous weapon very quickly.

Separate the Parties

- The big advantage of having more than one security officer respond is the ability to separate the parties (people) involved.
- This allows them to "cool down" and relax and provides a chance for the security officer to get individual and original versions of what happened.
- Remember – Security Officer Safety is IMPORTANT - be sure that they can't see each other, but that you can see your security partner.

Document

- **This cannot be stressed enough**…write everything down and keep very good notes of everything you see and hear!
- Document everything in your notebook when it is fresh information.
- What you have been part of may be used as evidence later.
- Use a camera to support your observations and notes.

Stay Alert

- Do not forget how unpredictable domestic disturbance calls can be.
- Do not become too relaxed.
- Remember your self-defense training – you might need it!

Summary

1. Domestic disputes are unpredictable and potentially dangerous for the Security Officer.
2. The use of good judgment and officer safety should be always be in your mind.

Lesson 3.18 Lost and Stolen Property

Lost and Stolen Property

Objective

The objective of this lesson is to train you on the procedures for responding to lost and stolen property. Often the first person to be alerted about a lost item will be the Security Officer so you should make certain you understand what to do.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand the procedures for responding to lost or stolen property.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Respond to reports of lost or stolen property.

Lost and Stolen Property

1. Within the terms of Saudi Aramco business, property can fall into two categories. These are personal or company property.

- Personal property - This is property that belongs to a person and was purchased with private funds. This can include gifts from friends and family, but it does not belong to the company.
  Examples of this type of property are:
  o   Personal vehicles   o   Mobile Phones

     o   Personal belongings

- Company property - This is defined as property owned by the company and paid for by company money. If company property such as a portable computer is assigned to someone to allow him to do his job, it still belongs to the company.

- Examples of this type of property:
  o   Portable computing devices
  o   Vehicles
  o   Pens and Paper

All thefts or lost property should be reported to ISO as soon as possible. A theft or loss of property may have serious security issues. There is the possibility that an individual or a group of people could use what they have stolen to illegally gain access to Saudi Aramco facilities or access company information for illegal purposes.

Theft of any property is a very serious crime. Some property could cause serious security problems if stolen, such as:

- Vehicles

- I.D Cards

- Badges

- Uniform or parts of uniforms

- Company IT and passwords

- Company radios

- Weapons and ammunition

Lost and Stolen Property Reporting

1. The loss of ID cards, IT, radio devices or weapons and ammunition will require a security investigation and completion of relevant company forms and reports. The instructions for reporting can be found within the GI's 0710.001, 0710.002, 0710.013.

2. When taking a report of stolen or lost property, the Security Officer should ask:

   - Serial numbers for the property stolen or lost

   - How much the property is worth?

   - The details about the incident

   - Where was the victim at the time?

   - How did the loss or theft occur?

   - Are there any witnesses?

   - If a vehicle, include the full registration details

   - Any suspicious vehicle or person observed?

3. This information allows security personnel to make a decision as to whether a Security Officer needs to attend or take the report over the phone. It also allows for the decision as to whether or not the police need to be informed.

4. If you take a report over the phone, you will issue a report number to the person reporting the incident. The victim can use the report number for further enquiries about the incident and for insurance purposes.

5. If the item has already been recovered or found or handed into security staff, this information should be included in the report.

6. If an item is stolen and the thieves may not be located or the property may not be recovered, a report is still required. This helps with statistical information that can identify trends and possibly help with future investigations.

Summary

1. Stolen property, either personal or company may have serious security implications.

2. All losses or theft must be reported in the correct way and as much information regarding the circumstances relating to the theft should be gathered.

Lesson 3.19 React to Emergencies and Disasters

React to Emergencies and Disasters

Objective

The objective of this chapter is to introduce you to the requirements of reacting to Emergencies and Disasters

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand the requirements of reacting to emergencies and disasters.

Assessment Criteria:

Student will be evaluated on the following competencies:

- List the basic rules for emergency response.
- Identify emergency response plan.
- Identify action on arrival at an emergency.
- Explain how to control the emergency scene.
- List the actions for closing the emergency scene.
- Perform how to assist emergency vehicle.

Emergency Response Plan

Emergency Response Plan (ERP): The procedures to respond to possible events/threats that occur in Saudi Aramco facilities, including community areas. This is to enable ISO personnel to be prepared to manage emergencies effectively whenever they occur.

The purpose of the ERP is to:

- To outline duties and responsibilities for the on-scene Security Incident Commander SIC (e.g., Security Operations Superintendents (SOS) or delegates) as well as the Regional Security Control Center Dispatcher , Specialist Leader, ISO Management and other security personnel responding to emergencies.

- To deploy standardized instructions for all Security Officers to ensure a rapid and coordinated response to any threat or emergency.

- A Disaster Control Plan (DCP) compliments the Emergency Response Plan (ERP) and is specific to a particular facility. This particular DCP is an extract for Ras Tanura Refinery and is page one of a detailed document.
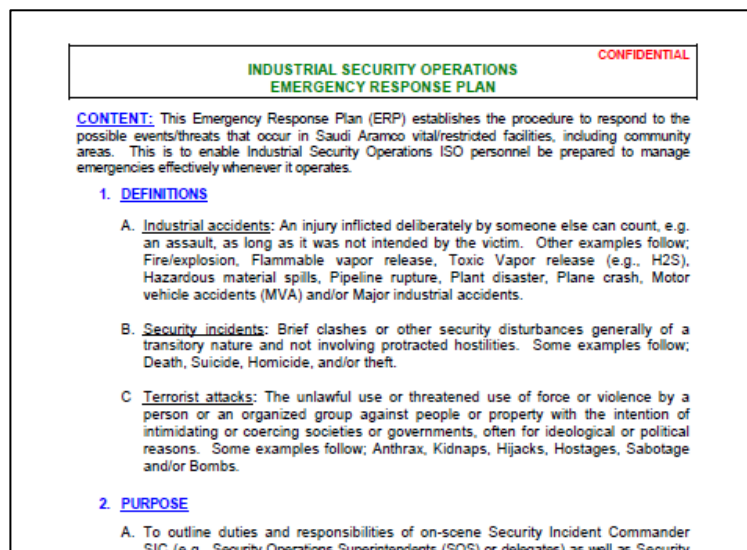
SAUDI ARABIAN OIL COMPANY (SAUDI ARAMCO)

RT REFINERY INSTRUCTION MANUAL

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RT REFINERY (GENERAL)

DISASTER CONTROL PLAN

GENERAL

INSTRUCTION NO. 1.800

CONTENT:

This Instruction outlines the RT Refinery Disaster Control Plan. The text includes:

1. Scope of Plan
2. Alarm Signals
3. Disaster Control Organization
4. Communications
5. General Remarks
6. Supplements
7. Instruction Approval

1. SCOPE OF PLAN

The intent of this plan is to describe the procedure to get assistance in disaster type situations and to detail the functions of essential personnel required to control the situation. The Disaster Control Plan will be put into action when deemed necessary by Management.

1.1　Added to the scope of this Plan is a procedure (Supplement -6) for occupying the RT Refinery Disaster Shelters. This procedure will be implemented only in an extreme emergency situation as determined by the Plant Management.

2. ALARM SIGNALS

The RT Refinery disaster alarm will be activated by the RT Security Control Center upon order from the RT Area Fire Marshal or his designate, Operations Superintendent, Shift Superintendent, or Operations Supervisor present at the scene when there is a major fire, explosion, large oil spill or leak or when there is danger of fire and/or explosion in a tank farm, refinery plant, multiple pipelines or other petroleum products handling facility in the Ras Tanura Refinery area.

2.1　The RT Refinery disaster alarm will also be activated by the RT Security Control Center when a "Disaster Drill" is announced either over the "110" call or over the RT Refinery emergency radio channel.

2.2　The RT Refinery disaster alarm will also be activated by the RT Security Control Center if there is a major fire, explosion, large oil spill or leak or if there is danger of fire and/or explosion in a tank farm, loading pier, multiple pipeline or any other hydrocarbon product handling facility in the Terminal.

NOTE:　RT Refinery personnel who have assigned duties in the Terminal Disaster Control Plan (per Terminal Instruction No. 100001 and 100003) will respond accordingly.

2.3　The person initiating the alarm may contact the RT Security Controller by:

Issued: 04/10/2007

(Replaces 10/17/2004)

*Change **Addition

What Do We Mean by an Emergency and/or Disaster?

The Emergency Response Plan, defines emergencies and disasters as:

Industrial Accidents:

- An injury caused purposely by someone, for example. an assault on someone
- Fire/explosion, flammable vapor release, toxic vapor release (example: H2S release)
- Hazardous material spills, pipeline rupture, plant disaster, plane crash, motor vehicle collisions (MVCs) and/or major industrial accidents

Security Incidents:

The following are examples:

- o Death
- o Suicide
- o Homicide
- o Theft
- o Domestic disturbances

Terrorist Attacks:

The unlawful use or threatened use of force and/or violence by a person or organized group against people or property with the intention of frightening citizens, organizations or governments. They are, often for ideological or political reasons. Some examples are Kidnaps, Hijacks, Hostages, Sabotage (Damage) and Killings.

Reporting an Incident

If there is an emergency or disaster, the Regional Security Control Center (RSCC) will control a response ensuring the correct agencies are alerted and respond.

The RSCC will immediately act and use a checklist as a guideline for all type of events. The checklist can be found on the Security Operation Web Application SOWA http://security.aramco.com.sa/sowa

Evacuation

1. If an incident or disaster happens, a decision will be made whether or not to evacuate. This decision will be made by someone in authority. If evacuation is required a safe evacuation point is established and is called the Assembly Area. Evacuation will be coordinated with the facilities management and Security Officers on the scene.

2. Floor Directors and Assistants (Wardens) will ensure to evacuate the facilities with the help of security and other emergency responders.

Security Incident Commander (SIC)

1. The on-scene Security Incident Commander (SIC) will take control of the entire scene (from a security aspect and not a facility operations aspect) and coordinate with all concerned organizations and ensure that the Incident scene is protected for responding government agencies.

2. When the SIC and other responding officials arrive at the incident location, they are entering an incident scene and should be alert to handle and document all available evidence.

Security Personnel Responsibilities

The security personnel involved are as follows:

- Security Operations Superintendent (SOS)

- AISOD Manager

- Security Shift Superintendent SSS /Group Shift Supervisor

- Security Officers (Assigned to the location)

- Security Material Custodian

- AISOD/CSS Security Technical Security

- K-9 Special Search Unit

- RSCC Dispatcher

K-9 Special Search Unit

1. Responsible for operational deployment and use of search dogs.

2. Management/Senior K-9-handler will immediately visit the affected area to ensure a thorough search and proper briefing of handlers.

3. Deploy a suitable number of dogs on the scene (K-9 management will instruct).

4. Request relevant back up of security personnel for securing area if needed. Take every possible precaution to ensure safety of the handlers and dogs.

5. Leave suspected items for explosive experts. It is not the job of the search dog team or security officer to determine whether a suspect device contains explosives.

6. On finding explosives, the handler and dog will be withdrawn when explosive specialists have arrived. The handler will prepare a sketch of the area leading to and surrounding the device, and note any other relevant facts like a safe approach path for the explosive specialists.

7. Experienced and Advanced Weapons and Tactics trained ISO personnel will respond alongside external government forces specialists:

    *   Rapidly deploy to a situation.

    *   Prepared, aware, and organized, as a team.

    *   The personnel will assess, cordon, contain, and have the capability to intervene, if:

        *   Terrorist situation until government forces arrive.

        *   Disaster situation as a security first-responder.

        *   Escalated workplace or community violence.

During an Incident

Security Officers – Patrol

*   Respond to the scene as soon as they receive the message of emergency from the RSCC

*   Stop security vehicle at a clear and visible point and start controlling traffic at the road leading to the scene

*   Close the access using security cordons

*   Direct the emergency crew to the right direction and facilitate their access

- Observe the wind direction for possible isolation, evacuation and road closure

- Stay at the location until directed by the Security Shift Superintendent or Group Shift Supervisor

- Collect and document information about the scene as much as possible.

During an Incident

Security Officers – At the Gate

Should a Security Officer report an emergency:

- Dial 110 - RSCC

Provide the following information:

- Badge No.
- Name
- Gate number
- Location of the scene
- Type of emergency
- Injuries if any
- Wind direction (North, South, East, West)

Remain on the line until you have been asked to hang up.

If there is a greater danger staying at the gate (in the path of toxic gas or fire), Security Officers will:
- Take the hand-held radios and leave the gate **opposite the wind direction**
- Leave the gates open and control from a safe zone.
- Note: Hydrogen Sulfide Gas alarm (H2S) is determined by bright blue flashing light plus continuous ringing bell.

During any other kind of emergency, Security Officers at the gate shall open gates. Security Officers stand at the gate with a hand-held stop- sign and allow only the emergency crew and authorized personnel to enter.

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Assistance to Emergency Vehicles

What is an Emergency?

It is an unexpected event that requires immediate action, an urgent need for assistance to save life, or property.

Emergencies require urgent involvement to prevent a worsening of the situation.   If emergency vehicles are responding, Security Officers must help them arrive at the scene as soon as possible.

Company Emergency Vehicles

There are a number of different types of vehicle that fall under this heading. These are:

- Security Vehicles

- Fire Service Vehicles

- Ambulances

- Medevac Helicopter

Emergencies occur each day. Emergency Response Teams, (Medical, Fire, Helicopter crews, or special Security Forces, Police) depend on clear roads to arrive to an incident scene quickly and safely.

Security Officers should know how to control traffic and give priority to the safe and speedy movement of emergency vehicles.

Company Emergency Vehicles - Security Vehicles

Company Emergency Vehicles - Fire Service Vehicles

Company Emergency Vehicles – Ambulances

Company Emergency Vehicles – Medevac Helicopter

Government Emergency Services Vehicles

The following fall under this category:

- Traffic Police Cars
- National Guard
- Local Police Vehicle
- Facilities Security Force (FSF)
- Civil Defense
- Coast Guard

Government Vehicles may or may not have a government logo painted on their sides.

Government Vehicles cannot enter Restricted Areas unless they display a green "Restricted Area Sticker"
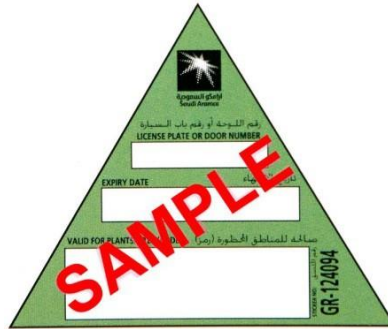
Emergency Vehicles Procedure

Security Officers upon receiving an emergency message through the security radio should do the following:

- Stand in a ready position at the gate controls

- Determine if emergency vehicle is approaching your gate

- Clear the traffic lanes at their post at once or remove traffic barriers or cones

- Give signal to stop (Hold) longer vehicle lane

- Give signal to move shorter vehicle lane to quickly pass through the gate or move to the side of the road

- Give signal to emergency vehicles to move through the gate

- Open additional lane using cones or barricades as required

- Let regular traffic move when emergency vehicle has passed

- Write down the following:

  - Type of emergency vehicle

  - Plate or door number

  - Number of people in vehicle

  - Time and date of the emergency

  - Emergency Vehicle Plate/Door Number

Summary

1. Security Officers will be required to provide assistance to emergency services to ensure they can get to the scene quickly.

2. In the event of an emergency or disaster, a multiple emergency response will be required to work together towards the common goal of mitigating the damage to life and property.

3. Your role is important, you may be first on the scene and have to act and react to a number of potential scenarios.

Lesson 3.20 Respond to Suspect Items

Respond to Suspect Items

Objective

The objective of this lesson is to teach you the procedures for handling suspect items.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand the procedures for handling suspect items.

Assessment Criteria:

Students will be evaluated on the following competencies:
- Identify how to recognize suspect items.
- Identify what is classed as suspect item.
- Identify procedures for handling suspicious and unauthorized items.
- State the procedures for discovering suspect explosives.

Suspect Item

1. What is a suspect item? It can be a number of things, including:

   - Its location (being "out of place").
   - Its color (looks like it "could" be …).
   - Its consistency (what it feels like).
   - Its size or shape.
   - Its numbers or amount.
   - How it is transported.
   - Its smell.

2. It can be a number of things that draw you to its attention, including:

   - How it is concealed.

   - Where it is taken to or from.

   - What time it is.

   - When it is not listed on a required document.

   - When it is defaced (painted over, numbers scratched out).

   - When the carrier cannot satisfactorily explain it.

3. It can also be when the person and the item (s) do not belong together, for example:

- A 12 year old boy driving a car.
- A man in the women's toilet.
- A truck carrying dynamite into the Tower Complex.
- A gardener approaching the gate with a laptop.
- A trash collection vehicle from outside Saudi Aramco.
- An outside ambulance attempting to enter Saudi Aramco.

4. Common suspicious items include, but are not limited to:

Firearms and Ammunition: Any person who has a firearm must be a member of security forces with a right to have a weapon.

Explosives: Explosives are used in many industries. These include mining, building demolition, pyrotechnics (fireworks) and even construction. Many would be surprised to know about some of the unusual uses of explosives. Explosives are tightly controlled by the government and always escorted to their final destination. Security officers will have to ensure the correct paperwork is in order and if in doubt, must inform their supervisor.

Explosive devices: Where explosives are used legitimately in industry there are also associated items such as detonators. Electronic items that are "out of the ordinary" should be treated as suspicious until identified as legitimate. They could be devices used to detonate an explosive.
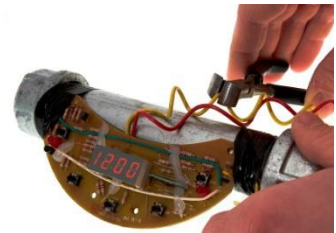
Alcohol, Drugs and Drug-related items: You will need to distinguish between what you think is suspicious and what is not. If there is any doubt, inform your supervisor.

Finding a Suspicious Items

Whenever you find a suspicious or unauthorized item at any security position:

- Call your supervisor at once.
- Prevent the carrier from destroying the item.
- Safeguard the suspicious or unauthorized item.
- Write the incident report (where, what, when, who, why and how).

- Do not touch the item.
- Do not move the item.
- Clear the area of people.
- Do not use the electronic communication equipment.
- Do not change operations of electric appliances.
- If lights are on do not switch them off.
- If lights are off, do not switch them on.

- If a radio is on do not switch it off.
- If a TV is off do not turn it on.
- Do not use or answer the telephone or radio.
- Do not light any cigarettes.
- Everybody leave the room and evacuate.
- Guard the entrance and wait for the authorities.

Mail Characteristics and Indicators

A suspicious package is any item that causes suspicion. It may or may not have followed a letter or telephone threat or warning. Something about the package makes you suspicious.

Some characteristics that trigger suspicion include parcels or letters that have the following indicators:

As Security Officers, your goal is to keep the Saudi Aramco facilities and personnel safe and secure. Always be vigilant and on the lookout for anything suspicious.

If you suspect an object to be a bomb, follow the steps below:

- DO NOT handle or touch the object.
- DO NOT use cell phones, pagers, or two-way radios near any suspected explosive device. Turn cell phones off and use land-line phones only
- Do not allow others near any suspected explosive device. Clear the area immediately
- Contact your supervisor and the RSCC (Call 110) and give the dispatcher a description of the object and its exact location

Summary

1. As Security Officers, your goal is to keep the Saudi Aramco facilities and personnel safe and secure.
2. Always be vigilant and on the lookout for anything suspicious. If in doubt, ACT!

Lesson 3.21 Protecting an Incident Scene

Protecting an Incident Scene

Objective

The objective of this lesson is to train you on the procedures for dealing with non-routine tasks. This lesson will look at procedures for protecting a crime or incident scene. You will be able to protect a crime or incident scene to ensure that the integrity of all evidence is maintained and can be used in following up any incidents.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Be able to protect the crime or incident scene to ensure that the integrity of all evidence is maintained.

Assessment Criteria:

Student will be evaluated on the following competencies

- Demonstrate how to protect a crime incident scene.

Protect a Crime or Incident Scene

1. The Security Officer on a routine patrol is often the first person to arrive at the scene of an incident.

2. What they do and observe is very critical to the investigators later. Their duty is not to investigate but to preserve the scene, identify witnesses and protect the evidence.

Priority Tasks at the Scene

1. Determine that a crime or incident really occurred.

2. Take notes of your arrival time, date, and weather conditions.

3. Determine if persons have been injured and need medical help.

Protecting the Scene

Do not disturb anything at the scene, e.g., weapons, tools used, glass fragments, foot prints, tire tracks, smooth surfaces that may contain fingerprints, food, complete or left-over items, and body fluids such as blood, vomit, or urine.

Priority Tasks at the Scene

1. Guide medical personnel around all the objects to ensure no evidence is moved or disturbed.

2. Do not pick up anything.

3. Do not decide what is important or not important—Everything is important!

4. Stay out of the scene area if possible.

5. Do not allow anyone to enter the scene area.

6. Rope off the area, if the incident occurred outside.

7. Allow no one to enter the roped off area.

8. Cover items if bad weather could destroy or alter them:

    o Fingerprints

    o Tire tracks

    o Foot tracks

    o Body fluids
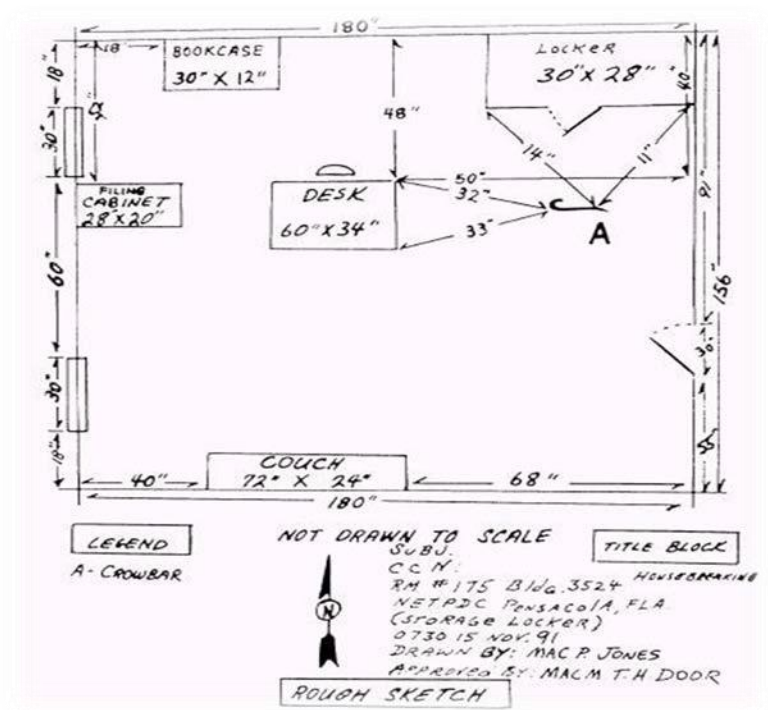
9. Make a sketch of the scene **only if** you have to move something in order to protect it.

10. Leave nothing out of your report to your supervisor or the investigator, whoever arrives first.

11. Follow orders precisely and assist investigators only when requested to do so.

Security Information

- Do not allow anyone to leave the scene.

- Write down the names, addresses, and phone numbers of all the witnesses.

- Write down, in broad terms, what each witness may know.

- Request onlookers to leave the scene or remain at a distance.

- Tell witnesses they must remain until the investigators arrive.

- Remember at all times, the job of the Security Officer:
    - Is to protect the scene.

    - Is not to investigate.

Summary

1. As a Security Officer, you may be first on a crime scene or incident.

2. Remember at all times your role is **not to investigate, but to preserve evidence** for those who have responsibilities.

Lesson 3.22 Managing Events and Crowd Control

Managing Events and Controlling Crowds

Objective

The objective of this lesson is to learn the procedures for handling large groups of people at events.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Know the procedures for identifying crowds.
2. Be able to demonstrate how to perform crowd control.

Assessment Criteria:

Student will be evaluated on the following competencies

- Describe how crowds develop"

- Describe crowd behavior and how to control different types of crowds.

- Describe assistance to Government Forces in controlling crowds.

- Demonstrate how to perform crowd control.

- Demonstrate how to perform cordon control.

What is a Crowd?

1. A crowd is:

   - A large number of people gathered together.

   - They can be organized or disorganized.

   - The crowd can become out-of-control.

2. Crowd control is when Security or Government Forces can control of a group of people to ensure safety, movement and to prevent disorder or unrest.

3. Crowds form by:
   1. Design or plan (special events).
   2. An incident or occurrence, which causes crowd interest or curiosity (house on fire, vehicle collision, parade).
   3. An incident or occurrence that is unexpected and forces the people to form a crowd (traffic accident, blocked entrance, slow queue).

Types of Crowds

1. Normal (Peaceful)

This depends on what the people are doing (parade, sporting event, exhibition, display, public gathering).

2. Tension (Stress)

1. There is an increased level of pressure to the people in the crowd—this can be from:
    - Frustration and disappointment due to an unexpected change in the event.
    - Hot temperatures or unexpected weather changes.
    - People feel they are not treated fairly.

2. There are numerous reasons why something will happen to people that will cause them stress. Something can happen and result in a change from normal to high stress and tension.

3. Disorder

1. This is when people feel angry and upset and turn their anger into physical action. This kind of crowd can cause damage and violence. Police need to become involved.

2. Disorder happens when people are pushing other people with anger, punching, slapping or wrestling. This can also include then people in the crowd begin to shout their unhappiness, anger, and attempt to cause the other people in the crowd into disorderly conduct.

4. Serious Disorder (Riot)

1. The people in the crowd show signs that their anger has become worse and the people are causing damage and violence.   This can involve physical assault, throwing objects such as rocks or bricks and might include the use of weapons.

2. When the crowds of people are showing the signs of **serious disorder:**

    - The people do not trust authority.
    - Security must try to maintain their safety and support the police or government forces (if the proper PPE is not available, Security Officers need to position themselves in a safe area.
    - Disorder or riot can be caused by poor security action (misuse of power and force, giving unpopular orders or instructions).

More on Types of Crowds

1. Many crowds are peaceful and require security to help stay peaceful. For example:

   - Al Hajj
   - Sporting events
   - Air shows

2. Crowds and disorder can escalate very quickly and security needs to be aware of how this happens.

Unlawful Crowds

1. This type of crowd can start as a lawful crowd and change into an unlawful crowd. Causes of disorder:

   - Complaints or unhappy about events in their community or at work (labor complaints, community members unhappy about developments or changes).
   - Criminal activity (Criminals in the crowd that cause disorder).
   - Police activities that upset the crowd.

2. For example:

   - People demonstrating support or complaint about a community issue.
   - Workers demonstrating they are not happy about a work issue.
   - Criminals (thieves and vandals) who use the crowd as an opportunity to cause disorder, steal and damage property).
   - Unlawful gatherings (labor strikes or demonstrations).

Hostile Crowd Development

If violence or damage is occurring, security should be aware of the following:

- Keeping the crowd **normal (peaceful)** is very important.
- Good working relations with police and government forces are important.
- Security Officers should avoid use of force.
- During **disorder**, security needs to be maintained to the community and industrial sites.
- Key partners to preventing disorder:
  - The community
  - Saudi Aramco management
  - Government Forces
  - Saudi Aramco Security

Crowd Behavior

1. Tension, stress and disorder can be caused by actions of the crowd participants, security or the police.

2. Some people in a crowd will become involved with "crowd hysteria" (where people in a crowd act with the same extreme excitement as the people around them). Each person will have a different view based on what they see and hear.

3. Emotional and aggressive behavior can spread in the crowd and become regarded as acceptable by people watching and part of the crowd.

4. This can be an opportunity for certain persons to lead the crowd and excite them into disorder.

5. People in a group can remove the fear of identification and feel they can disobey the rules and the law.

6. The more people there are in a crowd means:

    • It is more difficult for people to leave.
    • The need for more security control.

Tactics: Crowd Control Cordons

1. Security Officers DO NOT perform riot control - when the situations are showing **Tension/Stress** – Officers must notify Supervisor ASAP.

2. The Supervisor will contact the RSCC and request assistance from Government Forces. Government Forces will work to resolve the issue, and as Security Officers, you might be tasked to assist.

3. You may be requested to assist Government Forces by:

    • Set up and monitor roadblocks and barriers
    • Guarding a post

Effective Crowd Control

There are several steps that Security Officers can take in order to assist with effective crowd control. These are:

- Do not allow loitering (standing around) near your post.

- Tell them politely but firmly to complete their business and move on.

- Have enough Security Officers to manage all posts and deal with crowd developments.

- Set up barricades using ropes, tape or other types of perimeter.

- Set up barricades to assist with traffic flow and emergency vehicles.

- Remain calm, friendly, but firm.

- Use a public address system to tell the crowd what you want them to do … or not.

- Avoid overcrowding

- Maintain access routes open for emergency vehicles.

- Know locations for facilities at planned gatherings.

  o Ambulance / First Aid point

  o Temporary bathroom facilities

  o Telephone and Parking areas

Special Event Planning

1. Special events include public and private gatherings of many types. They can include:

   - Concerts by musicians
   - Sporting events
   - Parades
   - Exhibitions
   - Celebrations and other planned gatherings

2. The objective is to maintain a safe environment without stoppage or disruptions and be prepared for possible emergencies.

3. Security Officers should be aware of planned special events.

4. The Security Officers working a special event will have the most contact with attendees. The public opinion of the event is shaped, to a large extent, by the actions of the Security Officers. Security Officers must be aware of this and act accordingly. The Security Officers must carry out their duties in a fair but firm manner with kindness for the needs of the attendees.

5. Security Officers working special events must be aware and review of the Emergency Procedures before the event. Officers must know the evacuation procedures and assembly areas in case an emergency occurs where evacuation is required.

6. Security Officers must review all emergency plans before an event, including the procedures for the following:

    - Bomb threats
    - Fire alarm
    - Medical emergency
    - Disturbances

Summary

1. Providing security within a community means that you may have to provide crowd control in one form or another. This can vary from area to area, the event and even by time of day.

2. As a Security Officer, you may be required to assist in crowd control. It is vital that you know what to do when ordered to do so by your Supervisor.

Lesson 3.23 Escorting Duties

Escorting Duties

Objective

The objective of this lesson is to teach you the procedures for dealing with non-routine tasks relating to escorting duties.

Learning Outcomes

By the end of this lesson, you will be able to:

- Be able to perform escorting duties.

Assessment Criteria:

Students will be evaluated on the following competencies:

- Demonstrate how to perform escort duties.
- Demonstrate how to perform special equipment escort duties.

What Escort Duties Do You Think that Industrial Security Officers Do?

Security Officer may be required to escort:

- People or company assets from one place to another.
- People who carry valuable or important things (couriers).
- People who are valuable or important themselves (VIPs).
- Escort transportation of hazardous materials.

Escort Briefing

What do you need to know?

- Find out what or who you will escort.
- Find out where you will begin your escort.
- Find out where the escort will end.
- Find out the safest way to get there.
- Ask your supervisor for other details you need to know.

Escort Special Equipment

What special equipment will you need to have?

- Do you need a vehicle?
- Will you wear uniform or civilian clothes?
- Will you be required to carry a weapon?
- Will you be required to carry a 2-way radio?
- Are other Security Officers are also involved?
- Do you need a road map?
- Obtain all of the equipment you need for the escort.

Maintain Communication

An important part of escort duties will be for you and your team to maintain communications. You will need to:

- Notify the Security Control Center dispatcher when your escort begins.
- Tell him the route you are taking.
- Use your 2-way radio to give progress reports, if required.
- Report anything suspicious that may occur on the way.
- Use your radio to call for assistance, if you need any.
- Tell the proper person when you have reached your destination.

Escort Techniques

Escorting techniques used by industrial security are best practice to ensure the safety of the consignment or VIP. These include:

- Stay close to the courier or VIP during the escort.
- Protect the individual with your own body.
- Stay away from curbsides and isolated places.
- Do not route your escort through large crowds, go around them.
- Watch for people or vehicles that appear to follow you.
- Do not take shortcuts through alleys or areas off the given route.
- Act normal and do not raise suspicion.
- Pass by all checkpoints, if given, and make contact at each.
- Follow all special instructions you were given, in case of problems or emergencies.

Escorting Transportation of Hazardous Materials

1. Security Officers are required to escort vehicles carrying hazardous materials and vehicles carrying dangerous loads on Saudi Aramco property and public roads. Vehicles carrying hazardous materials may have a cargo such as:
   - Explosive materials (Government provides escort)
   - Radioactive materials
   - Corrosive materials
   - Toxic materials

2. Vehicles carrying dangerous loads may fall into the following category:
   - Wide loads—any load wider than 2.5 meters.
   - Long loads—any vehicle with trailer(s) exceeding 18 meters in total length.
   - High loads—any load higher than 4.0 meters above the ground.
   - Overhang loads—any load that extends beyond the boundaries of the vehicle itself.
   - Slow vehicle—any vehicle that cannot maintain a speed of 25 kph or more.

3. Escorting vehicles with hazardous loads:
    -   Make sure you know what material is carried.
    -   Make sure the vehicle is properly marked with warning signs.
    -   Check all vehicles in the transport for leakage or spillage.
    -   Hold all pedestrians and other vehicles 100 meters away.
    -   Make sure the transport is routed away from residential areas.

Escorting Transportation of Hazardous Materials

There are procedures that you as an escort will be required to do in case of In case of spillage or an incident:
-   Notify your supervisor at once.
-   Report the type of material endangering the area.
-   Clear all pedestrians and other traffic from the scene.
-   ELIMINATE all ignition sources (no smoking, flares, sparks, or flames in the immediate area).
-   Do not touch or walk through spilled material.
-   Stop the leak if you can do it without risk.
-   Direct traffic and set out portable warning signs.
-   Request wreckers, ambulances, and fire departments as needed.
-   Assist emergency vehicles to reach the scene quickly.

Small Spills

-   Cover with DRY earth, DRY sand, or other non-combustible material followed with plastic sheet to minimize spreading or contact with rain.
-   Put a bank of earth or sand around the spill for later disposal.
-   Do not apply water unless directed to do so.

WARNING SIGNS

1. When escorting hazardous materials, you need to be able to identify what hazards are being escorted.

2. Labels fastened to hazardous material containers are all diamond-shaped. The numbers letters or symbols and color provide the meaning of the Hazardous substance.
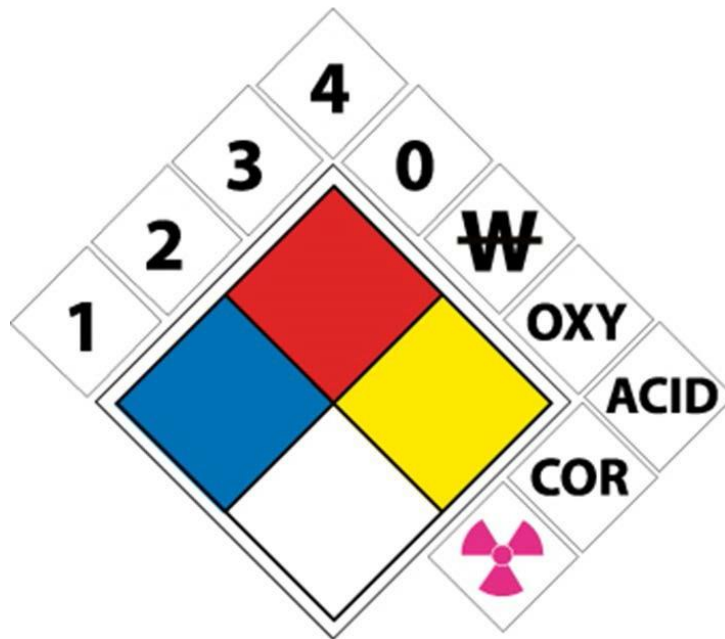
Placards (metal) are attached to the sides and rear of vehicles. They are also diamond-shaped.

Hazardous Material Signs

1. These signs indicate the hazardous materials and actions that must be taken in case of an accident, spill, or leak. These signs are displayed on the vehicle in addition to all the other required signs.

2. It can be used to indicate what personal protective equipment must be used in order to handle the material safely.

Summary

1. As a Security Officer, you will be required to perform escort duties.
2. The goal is to keep Saudi Aramco assets and personnel safe.
3. You now have a better understanding of the procedures required to perform escort duties and your role in securing a safer environment.

Lesson 3.24 Description Techniques

Description Techniques

Objective

The objective of this lesson is to provide Security Officers with a method of delivering accurate and effective descriptions of people.

Learning Outcomes

By the end of this lesson, you will be able to:
- Be able to explain the method of delivering accurate and effective description of people.

Assessment Criteria:

Students will be evaluated on the following competencies:
- Give accurate descriptions of people using the "A to H" method.
- Provide a structured description for information and intelligence purposes.

Descriptions

1. The key features of a person's description are broken down in stages. An easy way to remember these stages is called the "A to H method":

   - **A**ge
   - **B**uild
   - **C**lothes
   - **D**istinguishing Marks
   - **E**levation/Height
   - **F**ace
   - **G**ait
   - **H**air

2. From a distance we may only be able to identify certain features and the closer we get, the more detail and information can be obtained.

Identifying the Suspect

Who is the Suspect?
- Not all offenders wear a mask and carry a weapon.
- They are from all backgrounds and have different roles within their various organizations, so recognizing them can be difficult.
- They may have ordinary day-to-day lives, family, friends and a job.
- When suspects or persons of interest are discovered, a full description will enable others to identify them in order that they can be observed, questioned and/or apprehended.

Details and information that may assist us are:

- Photos/images that may show a suspect from different angles
- Video
- Current description – An up-to-date description of the suspect
- Gender plus Ethnicity, for example:
  - Male – or more accurately an "Arab" male.
  - Female – or more accurately a "Asian" female.
  - Report all ethnicity such as – European, Asian, Arab or Indian.

Details

Other details and information that can be seen and reported are:

- Gender (male or female)
- Race
- Age/Height/Weight
- Hair: Color/Length/Type/Style
- Eyes: Color/Glasses
- Face: Complexion/Moustache/Beard
- Tattoos
- Scars/Marks
- Speech/Accent/Language
- Gait/Limp
- Clothing
- Cap/Hat/Head-dress
- Coat/Jacket
- Shirt/Tie or Blouse
- Trousers
- Dress
- Shoes

Age

1. When trying to assess a person's age there are two main factors you should take into consideration:

   - External Factors including dress, surroundings, race, social activities and the age of associates.
   - Physical Factors including complexion, facial hair, hair color, wrinkles, skin and posture.

2. When describing age it is difficult to be completely accurate so we try to bracket the age by putting the person into an age group. By saying that a person does not look younger than, or older than a certain age, we can then put them into a reasonably accurate estimated range.

3. So, if someone looks no younger than 29 and no older than 33 we can use this as a general age group for that person.

Build

- This is used to describe the Torso (chest, shoulders and stomach) frame. As this is the largest part of the body, it gives an immediate good indication of the total size of the person.

- It may also be used to describe the arms and legs, although these may be out of proportion to the rest of the body.

Male			Female	
Size	Build		Build	
Small	Slim	Bony	Slim	Petit
Medium	Barrel	Straight	Full	Proportioned
Large	Stocky	Broad	Heavy	Wide

Clothing

This is used to describe what you can see from a glance. Try not to get too concerned with details on this point unless you have the time to report it:

- Describe from the head down.

- Upper garments, lower garments, footwear and anything else that is distinctive.

- Color of material, basic and use primary colors where you can unless it is really clear.

- Any large visible badges or writing, but make sure that the description is accurate.

Distinguishing Marks

This is used to give additional information if the person is hard to spot or blends in well with others.

- Visible scars, birthmarks, broken limb, bandaged head, etc.

- Only useful if you are very near to the person.

- Very rarely do you get this part in the format due to the distance involved unless they have a very large distinguishing mark, such as a tattoo, broken limb, etc.

Elevation/Height

1. Like age, we bracket around the person's height. To get a good estimation we say the suspect is no smaller than, and no taller than, a certain height. Therefore, an estimation of height might be between 1.85 m (73 inches) and 2.05 m (80 inches).

2. It may also be possible to guess a person's height by comparing them to the known height of a surrounding object, i.e., if a person is stood next to a doorway and their head is 10 cm lower than the top of the door we may estimate that person's height at 1.9 m (75 inches) assuming the standard door size is 2 m (78 inches).

Face

The face is the most important part of the body for providing visual identification. All faces are unique and each part can help to identify an individual.

- Shape: Oval, Round, Fat, Long
- Eyebrows: Thick, Thin, Shaped, Mono
- Nose: Thick, Thin, Broken, Roman
- Mouth: Lips, Color, Thick, Thin
- Chin: Cleft, Pointed, Square
- Facial Hair: Beard, Moustache, Goatee
- Complexion: Pale, Fair, Tanned, Dark

Gait

1. Gait describes the way someone walks. This can be obvious in some people. We can all recognize friends at a distance just by the way that they walk, the way people carry themselves, their basic posture is sometimes the clearest thing about them, and it is something that cannot be seen in a still photograph.

2. Some keywords for gait are:
- Active, Hurried, Awkward, Shuffling and Limping.

Hair

1. As with clothing, hair is not a reliable recognition feature as it is too easily changed. The shape, style, length and color can all be altered either as a fashion trend or if someone is trying to disguise themselves but it may still be important as a descriptor as it can be an identifiable feature that is seen from a distance.

2. When describing the hair you should report:
   - Color: Basic color.
   - Length: Important for female description.
   - Style: Important for male description.

Vehicles

1. Common vehicles can be very difficult to identify unless the license number is written down. There may, however, be a number of features that can identify an individual vehicle.

2. There are agreed method for car description called CYMBAL:
   - **C**olor.
   - **Y**ear of registration.
   - **M**ake and model.
   - **B**ody style (2-door, convertible, van, etc.).
   - **A**dditional accessories, such as identifying hubcaps, wheels, dents, scratches, bumper stickers, decals, etc.
   - **L**icense plate.

Summary

1. Remember, description reports are an important tool that requires continuous practice to perfect.

2. Once mastered, you could retain a good level of giving quick accurate descriptions.

3. Accurate and reliable descriptions connect people to events and places and this can be vital in the successful conclusion to any investigation.

Summary

Lesson 3.25 Examine Sources of Evidence

Examine Sources of Evidence

Objective

The objective of this lesson is to teach the student information relating to the gathering and presenting sources of evidence.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand information related to the gathering and presenting sources of evidence.

Assessment Criteria:

Students will be evaluated on the following competencies
- Describe sources of evidence.
- Describe occasions when a Security Officer will act as a witness.
- Describe official records that may be used during testimony.
- Describe testifying techniques.

Investigations

1. Investigations are done to determine what has happened or is happening in the case of a suspected crime or an incident. An investigation by Saudi Aramco would be to:

   - Prevent a loss from happening again or becoming worse in the future

   - Collect evidence to support facts in a Personnel Department investigation.

   - Collect evidence in an incident (safety accident, motor vehicle collision, or suspected Saudi Aramco rule violation.

2. In any investigation, there is a process to be followed. Every incident, no matter how carefully disguised or covered up, will have some surrounding circumstances or evidence, which will be important facts to an investigation. This could include a range of sources:
   - Traditional physical evidence like weapons, knives, tools
   - What people have seen, heard or said
   - What is recorded on electronic devices
   - What is on documentation
   - What is recorded on the Internet (social media sites like Facebook, Twitter, WhatsApp).

3. The evidence and information surrounding an incident will not be useful if it is not handled according to procedures and rules. The process of investigation requires the information or evidence is collected using a logical process keeping an orderly and documented "chain of custody."

4. The investigation requires that information be collected to find out:

- What exactly happened?
- Who was involved?
- Where did it take place?
- When did it happen?
- How did it happen?
- Why did it happen?
- How can we stop it from happening again?

Information and Intelligence

Information

1. Information is knowledge of specific events, incidents or situations that has been gathered or received by some form of communication (verbal or nonverbal). It may be considered factual and may also be considered evidence.

2. Factual information is verified as real or truthful. Facts are known to exist or to have happened because they are verified by actual experience or observation (forms of evidence). If it is information stated by someone to be true, the facts will need to be verified by a credible source.

3. In all cases where "something has happened" should lead to an investigation. There needs to be a collection of information to support the facts.

4. Not all information will be factual, and in most cases often is not connected and discarded or not used.

5. Information needs close analysis and evaluation to be able to determine if it is evidence.

Intelligence

1. Intelligence is information, which supports the activities, intentions, background, strengths and weaknesses of another person, organization or object.

2. Intelligence can be a benefit or advantage to the investigator because it can guide the direction of the investigation. It is information that has been analyzed, evaluated and determined to be factual.

3. What is the difference between evidence and intelligence? Intelligence is information, which is used to **guide** an investigation or follow suspects, but it is not intended to be evidence. For example, if a security officer observes a person steal property and attempt to run away with it, this is considered evidence. If the same security officer does not observe the act of theft, but only suspects the person took the item, this is intelligence. The second situation does not provide any evidence of fact, only information to suspect the person.

4. Intelligence has many sources, obtained from open sources, such as searchable financial records, surveillance or even newspapers

Types of Evidence

1. Evidence must always be subject to strict chain of control procedures. Because evidence can be used to punish persons for crimes, it must be handled in a very careful manner to avoid allegations of altering or misconduct, which could compromise the case.

2. Because evidence has many forms it is important to understand each type of evidence and how evidence relates to an investigation.

3. Evidence falls into the following categories:

   - **Direct Evidence.** This evidence will contain what a witness saw, heard or experienced. This can include what a witness could smell or feel at a specific time or in a specific place. Such evidence can be quite convincing but does have its possible setbacks. If, for example, a group of people is witnesses to a particular incident, there will always be differences between their versions of what happened. It is therefore very important to look at direct evidence carefully and to decide which one is the true version of events.

   - **Primary Evidence.** This type of evidence contains those original documents, items, objects etc. that are involved in a particular incident. An example of this would be items that are discovered in the possession of a suspected thief. The fact that primary evidence exists does not necessarily mean that a person who has it in their possession has taken that evidence or is guilty of any crime or improper conduct.

   - **Secondary Evidence.** Secondary evidence will normally be a copy of the primary evidence surrounding a case. For example, this could be a photocopy of a document. Copies are not considered Primary Evidence because a possibility exists that changes could have been made to the original when copied.

   - **Circumstantial Evidence.** This type of evidence is also referred to as "Indirect Evidence" which tends to imply or presume. An example is when the suspect or accused has not been actually seen committing the act, but it is presumed they did it because of a piece of personal property like their wallet is found at the scene. This does not necessarily conclude they committed the act, only that they were at the scene.

   - **Hearsay Evidence.** This is evidence from people who relate or relay information, not what they know themselves, but what they have heard from others. They are repeating someone else's observations or experiences.

Evidence at the Scene of an Incident

When an incident is reported or discovered, there will always be evidence of some type around the scene. Physical evidence will need to be preserved and recorded so that it can be used in further investigations or to help police.

The types of evidence that will be in and around the scene could include many examples, such as:

- Fingerprints
- Tool marks
- Tire prints
- Footprints
- Bullet cases
- Bullets
- Handwriting
- DNA
- Hair
- Blood
- Documents
- Fluids
- Chemical Traces
- Broken glass
- Fire damage
- Bodies
- Items found at the scene
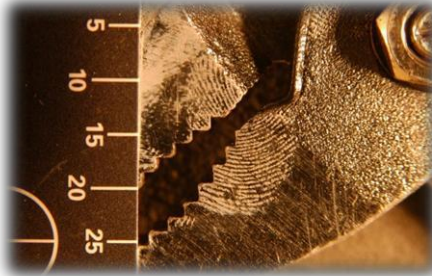
Other Types of Evidence

This will include:

- **Witness statements:** Who can provide direct evidence about what may have happened? The witness may not have seen the incident directly, but may have experienced something, which may help the information collection process.

- **Sketches and photographs:** There will be cases where evidence may deteriorate or need to be removed (for example, if it begins to rain, items may need to be moved for protection). If possible, sketches and photographs should be used to record the site as accurately as possible.

- **Recordings and data:** CCTV recordings are very helpful in some cases to support facts. Remember that in the case of computer and data theft, the evidence may be electronic and you will need to liaise with your technological experts to capture relevant information.

- **Expert witnesses:** The opinion of expert witnesses, who understand and are qualified in certain fields might be required. For example, they can be accountants, forensic experts.

When May a Security Officer Act as a Witness?

Security Officers may be called to act as witnesses in a prosecution or hearing if their evidence is needed in the case.

Testifying Techniques

Evidence collected will be presented in three ways:

- **Oral:** Spoken evidence provided by the witness. It is important that the witness is able to communicate what they have seen or experienced clearly and effectively. When testifying, the witness may feel threatened, may not be used to speaking in public, or their English may not be their first language.

- **Documentary:** Documentary evidence is any evidence in the form of documents. Although this term is most widely understood to mean writings on paper, the term includes any media by which information can be preserved. Photographs, tape recordings, films, and printed emails are all forms of documentary evidence. Documentary evidence is usually required as "*best evidence*" — unless unavoidable, the original document should be produced.

- **Real:** Real evidence consists of objects that were involved in a case or actually played a part in the incident or transaction in question. Real evidence requires authentication either by a witness in person or by the chain of control: it must be relevant, and the object must be in "the same or substantially the same condition" as it was when collected.

Preparing to Testify

Security Officers must become familiar with the language used in legal proceedings and the pressures and influences placed on individuals. It would be wise to visit a similar hearing before you testify and observe the procedures.

- **Dress:** Clothing and personal appearance should be the highest possible standard, as a bad appearance will have a negative effect on the opinion of the officials in the hearing.
    - If in uniform, dress like a professional as you are representing your organization.
    - Clothing and personal appearance should be of the highest possible standard.
    - Poor appearance will have a negative effect on the opinion of officials in the hearing and should be avoided.
    - Always be neat and clean.

- **Attitude and Behavior:**
    - Do not be aggressive, argumentative, bored or defensive.
    - Do not play with items on your pockets that cause a noise (coins, keys).
    - When not using your hands to gesture, keep them to your side.
    - Do not speak to any other witnesses.
    - Be polite to the legal representatives on both sides of the case.
    - Show respect to all the officials involved.
    - Be particularly attentive when officials are speaking.
    - Listen to what the court/hearing staff are saying and be prepared to respond if necessary.
    - When speaking to officials use their titles.

Summary

1. Remember evidence comes in many different forms. It is very important that you are able to recognize them and handle them in the correct way.

2. If the evidence is used in a future investigation or even in a hearing it is very important that the correct rules and procedures have been followed from the very beginning.

3. Clothing and personal appearance should be of the highest possible standard, poor appearance would have a negative effect on the opinion of officials.

Lesson 3.26 Questioning Techniques

Questioning Techniques

Objective

The objective of this lesson is to teach students the importance of using correct question techniques and to identify and decide on which type of questions to ask.

Learning Outcomes

By the end of this lesson, you will be able to:

1. Understand the importance of correct questioning techniques.
2. Be able to identify and decide which type of questions to ask.

Assessment Criteria:

Students will be evaluated on the following competencies
- Identify the importance of using good question techniques.
- Demonstrate how to select the proper type of questions to be used.

Introduction

1. The initial phase of any investigation will involve the Security Officer finding out the facts. Often this will involve witnesses to events, so it is important for the Security Officer is aware of the importance of using the correct questioning techniques.

2. Questioning and listening are skills that are often taken for granted. Like most skills, they can be developed with some knowledge of theory and technique, followed by plenty of practice.

Types of Questions

1. Closed Questions

These questions will allow you to gather or check information. They tend to lead to very specific answers, or to the answer "Yes" or "No." For example:

- *"Would you like to break for breakfast?"*

- *"Have you done this before?"*

- *"Can you help?"*

2. Open Questions

These are likely to receive full answers and encourage a witness to give more information:

- *"What did you do this morning?"*

- *"When are you planning to do that?"*

- *"Why did you do it that way?"*

- *"Who might be able to give me directions?"*

- *"How can I help you?"*

You will notice that these questions begin with "What?, When?, Why?, Where?, Who? and "How?"

There are six very useful ways of starting to develop open questions.

The well-known lines by Rudyard Kipling are worth repeating here:

> *"I keep six honest serving men: they taught me all I know. Their names are What and Why and When and How and Where and Who."*

Often shortened to 5WH (5 x W plus 1 x H), these six ways of beginning open questions are useful to when developing your questioning skills.

There are many ways to use questions to encourage people to share their thoughts and feelings:

- *"Could anyone explain that?"*

- *"Tell me about it?"*

- *"Let's go through that again. Describe what happened".*

You may, at times, move from **Closed** to **Open** questions:

- *"Have you worked in this area before?"*

    o *"Yes"*

- *"What can you remember about it?"*

There are exceptions:

- *"What's your name?"*

- *"Where will I find the directory?"*

You will notice that these questions begin with some of the 5WHs but are **Closed** questions, so it only works as a guideline, not a solid rule.

Leading Questions

A leading question is a question that prompts a person to answer in a certain way.

- *Did you see the broken glass?*

This is a leading question because it is stating that there was broken glass and could influence the person's response. A better question is:

- *Was there broken glass?*

A leading question assumes the answer that it expects to receive:

- *"That was what you meant to say wasn't it?"*

- *"You understand don't you?"*

- *"You don't mind do you?"*

By using leading questions like these, you may lead the person to agree with you, whether they want to or not. They may find it very difficult to deny you and their real views may be lost.

Witness Statements and Interviews

When witnesses, suspects and othersl provide statements during the course of an investigation, they need to be recorded correctly.

Interviews should be conducted n the following order, if possible::

- Conduct a full interview with the person who provided the "first information."
- Then interview those who need to leave the area for other reasons.
- Next interview those with the most information.
    - Next interview those with relevant, but less useful information, and those who might be considered as "expert witnesses."
    - Interview those likely to be hostile last, i.e., the subject of an investigation.

Saudi Aramco: Confidential

Taking Statements

Rules for Interviewing:

Interviewee:
- Be polite to the interviewee and do not try to intimidate him.
- Be aware of your body language and the tone and volume of your voice. If you build a relationship with the interviewee, he will be more inclined to talk.

Notes:
- If you need to take notes then you should do so.
- Do not take notes all the time, it may be a distraction during the interview.
  The Security Officer can write up any details later.
- Do not use recording equipment.

Time:
- Allow enough time for the interview to take place; they usually take more time than you would think

When statements are provided, consider the following points:
- Statements should be written using ink or typed.
- A statement with a signature has much greater value.
- The statement should show date and location of interview.

Summary

1. It is very important that you ask the **RIGHT** question, in the **RIGHT** way at the **RIGHT** time.

2. Build a relationship with the interviewee, as this will help you in gaining the correct information.

3. You must also ensure that you accurately record all interviews to allow you to form new questions and for future reference.

4. Remember you will need to learn how to develop effective questioning skills to interview persons, employees and sometimes victims of crime to carry out your duties properly.

5. You should make yourself familiar with the Saudi Aramco guidelines and the *Points to Prove Handbook of Investigative Protocols* by Douglas M. Watson, which will give you all the information you will need.

6. You should regularly practice all forms of questioning to ensure you are ready for any situation.

Lesson 3.27 Communication Equipment

Communication Equipment

Objective

The objective of this lesson is to introduce you to the communication equipment, the protocol principles and how to log messages.

Learning Outcomes

By the end of this lesson, you will be able to:
1. Understand how to operate Communications Equipment used in ISO departments.

Assessment Criteria:

Students will be evaluated on the following competencies:
- Identify current hand-held radios.
- Identify in service base station radios.
- Identify current vehicle borne radios.
- Identify radio ancillary equipment.
- Identify the radio network and its associated call signs.
- Identify the components of the radio.
- Carry out start up procedures.
- Identify radio battery properties.
- Change and set frequencies.
- Change radio batteries.
- Conduct basic fault finding and remedy.
- Identify telephone communication procedures.
- Identify emergency call procedures.
- Communicate employing voice procedures.
- Communicate using call signs.
- Communicate using the phonetic alphabet.
- Communicate essential information.
- Log incident critical information.
- Record information accurately.

Types of Communication Equipment

This Officer has a number of pieces of communication equipment available to him in this control post, these including, telephones, portable radios, base station radio and computers.

Saudi Aramco Communication System

Saudi Aramco uses the Motorola MTP850 Ex radios. These are a strong rugged design for optimum reliability in harsh conditions. They are powerful, give high quality audio in most demanding environments and have a long battery life. The radio is resistant to being damaged if dropped.

Safety Features of the Motorola MTP850

1. The Motorola MTP850 has a number of safety features including:
    *   It can be used in explosive gas and dust environments.
    *   State-of-the-art integrated GPS receiver.
2. The GPS receiver provides the ability to locate personnel through the radio, improving user safety and resource management.
3. Internal "Man Down" alert—The Internal "Man Down" alert is a fully integrated solution that triggers an emergency procedure when the carrier of the radio remains motionless far a set period or falls down.

Tetra System

Terrestrial Trunked Radio "TETRA" is a professional mobile radio and two-way transceiver known as a "walkie-talkie." The TETRA was specifically designed for use by government agencies.

Tetra Advantages

The main advantages of the TETRA are:

*   It allows for longer range, which means it will allow for a larger area of coverage using a smaller number of transmitters, which cuts down on costs.

*   During a voice call, the communications are not interrupted when moving to another network site. This allows for a base station to process local calls.

*   TETRA also provides a point-to-point function that traditional analogue emergency services radio systems do not provide. This enables users to have a one-to-one "radio" link between sets without the need for the direct involvement of a control room operator/dispatcher.

*   TETRA supports both air-interface encryption and end-to-end encryption (coding) which prevents unlawful monitoring by unauthorized personnel.

*   It also allows flexibility and speedy deployment of security personnel in their various fields of operation.

Operating Instructions for TETRA

1. Transmit no more than the rated duty factor of 50% of the time. To transmit (talk), push the Push-to-Talk (PTT) button. To receive calls, release the PTT button.

2. When worn on the body, always place the radio in a Motorola-approved clip, holder, holster, case, or body harness designed for this product. Using approved body worn accessories is important because the use of non-Motorola-approved accessories may result in exposure levels, which exceed the IEEE/ICNIRP occupational/controlled environment RF exposure limits.

3. If you are not using a body worn accessory and are not using the radio in the intended use position, alongside the head in the phone mode (TETRA only), in front of the face in the hand-held mode, then ensure the antenna and the radio are kept 2.5 cm (1 inch) from the body when transmitting. Keeping the radio at a proper distance is important because RF exposures decrease with increasing distance from the antenna.

4. Hold the radio in a vertical position in front of the face with the microphone (and other parts of the radio including the antenna) at least 2.5 cm (one inch) away from the nose or lips. Antenna should be kept away from the eyes. Keeping the radio at a proper distance is important since RF exposures decrease with increasing distance from the antenna.

Communications Protocol—Definition of Communication

1. Communication is a "two-way" process, which involves a sender and receiver.

2. The four basic components are:

    - **The Transmission**—using speech, signals, writing etc.

    - **The Reception**—listening, watching, reading.

    - **The Understanding**—process does not work unless the information is understood.

3. **The Feedback**—this is confirmation that the message has been received and understood
    Communication is a fundamental skill. We have all used it from birth, improved and adapted it through school, training, learning, applications, etc.

Use of Radios

Practically every professional security company today is equipped with radio communications. It provides many advantages; not least flexibility and speedy deployment of security personnel in their various fields of operation.

It allows entire teams of staff to receive information and allows the proper co-ordination of response.

Correct Use of the Radio

1. The advantages of using the Radio for Security work:
    - Full Security Patrol coverage.
    - Security coverage of road movements of high/long/wide/valuable loads, etc.
    - Security of VIP and other special escorts.
    - Economic use of static Security Officers and other traffic control arrangements.
    - Improved flexibility in dealing with internal emergency situations.
    - Control of crowds, etc.

2. Great care should be taken with items of radio equipment, particularly personal handsets, which may be damaged by carelessness or negligence.

3. The need for a uniform system of voice procedures for use by all security personnel on company radios is necessary, but as with most radio systems, if two stations send at once the result is chaos. It is essential, therefore, that all operators work to a common radio procedure system to avoid the possibility of:
    - Delay
    - Misunderstanding
    - Frustration
    - Failure

4. These could all happen at a time when speed of communication and clarity may be vital.

Radio Discipline

1. As with any organization, discipline on a radio network is essential. Radio discipline includes:
    - Correct use of voice procedure.
    - The correct opening up, testing and closing down of stations.
    - A consistent and accurate watch maintained by all stations on the net.

2. Users must remember that only one station can speak at a time, therefore:
    - All operators must listen before speaking to ensure that the radio frequency is clear.
    - Operators must not cut in on other transmissions, unless it is urgent.
    - Leave a short pause at the end of each transmission.
    - Operators should include short pauses during long transmissions to allow another operator with a more urgent message to cut in.
    - Answer all calls immediately and in the correct order.

3. Remember that the control station, or other operators, may need to write details of a message down, so speak clearly and slowly.

4. Operators should adhere to the prescribed procedure and the following practices are discouraged:
    - Using a radio call when telephone contact with the person can be easily established.
    - Unofficial conversation between operators.
    - Excessive testing.
    - Transmitting information that would compromise security.
    - Use of other than authorized PROWORDS.
    - Using profane, racist, inappropriate or obscene language.
    - Allowing unauthorized persons or the public to hear transmissions.

PROWORDS

Easily pronounced words or phrases may be used to convey an exact meaning between operators, thus avoiding unnecessary repetition, i.e. "RECEIVED" is used to signify "I have received and understood your last transmission."

A list of common Pro-words to be used are:

- **OVER**—This is the end of my transmission to you and a response is necessary.
- **OUT**—This is the end of my transmission to you and no reply is required or necessary.
- **OUT TO YOU**—I am finished with you and am about to call another station. Do not reply.
- **RECEIVED**—I have received and understood your last transmission. It will be acted upon where necessary.
- **SAY AGAIN**—Repeat your last transmission.
- **WAIT**—Indicates that you are unable to reply immediately and is normally followed by an indication of time, i.e., WAIT one = wait one minute.
- **STAND-BY**—Indicates that you are unable to reply immediately and is normally followed by an indication of time, i.e., STANDBY one = Standby in one minute.
- **E.T.A.**—Estimated time of arrival.
- **E.T.D.**—Estimated time of departure.

Call Signs

1. For any radio transmission on the net, it is necessary for the transmitting station to identify itself and name the station with whom it wishes to communicate. Call signs are used primarily to establish a link between two or more stations of the net. When stations are answering an All Stations call, they should do so in alphabetical sequence.

2. If a station fails to answer, the next in order answers after a pause. This pause is usually about 5 seconds but may differ depending on local arrangements. The defaulting station, if in a position to do so, will answer last.

The Phonetic Alphabet

1. The Phonetic Alphabet was developed in the 1950s and it has become internationally recognized and used in security, police, air traffic and many other forms of communication. The Phonetic Alphabet is used to spell out letters in place of just saying the letter itself. The 26 code words in the NATO phonetic alphabet are assigned to the 26 letters of the English alphabet

2. By using, a word for each letter there is less chance that the person listening will confuse letters. For instance, some letters that can easily be confused are "D" and "B". Using the phonetic alphabet, "Delta" and "Bravo" can be easily distinguished. The Phonetic Alphabet is primarily used in two-way radio communications.

3. To assist in clarity during radio and telephone conversations, the following standard Phonetic Alphabet should be used:

A	Alpha	J	Juliet	S	Sugar
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Water
F	Foxtrot	O	Oscar	X	X-Ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

4. Numbers should be transmitted digit by digit i.e. **1, 2, 4, 5** = "**One, Two, Four and Five.**"

5. Where necessary, a word or series of letters should be spelled using the Phonetic Alphabet to avoid misunderstanding.

6. In the security and police environment, it is most often used to spell out difficult names and the registration numbers of cars. For instance:

    Registration number: **T 123 FMC** will become "**Tango 1 2 3 Foxtrot Mike Charlie.**"

7. The Security Officer must remember that someone has to understand his/her communication. They may need to write it down at critical times and when under pressure.

8. How can the professional Security Officer make sure of this? They need to be:
    - Accurate
    - Brief
    - Clear

Landline Telephones

1. When answering the telephone it is important to:
    - Speak clearly.
    - Identify yourself.
    - Listen carefully.
    - Write the message down.
    - Be polite.
    - Pass important messages on.

2. Always remember to answer the telephone politely because you never know who is on the other end.

Hotline Telephones

Another type of communication equipment in the security post is the hotline telephone, which provides a very vital and fast way to transfer and receive information between the security posts and the other parties.

This hotline telephone could connect:
- Security posts and the RSCC.
- Security posts in the same particular area
- Security posts and government. check points that are located in front of the security post, e.g., Police, SFS, etc.
- Security posts and the visitor office.

Logging Messages

Points to remember for log keeping:
- The time of day, date and location should be clearly recorded.
- Entries should be made in ink (preferably black).
- Entries should be made at the time of receiving the information or the event or, where circumstances do not allow, as soon as possible.
- It must be readable by a third person and be understood by them. Use clear, simple English and, if necessary, use print.
- Entries should be made only on the lines of the page and all lines and pages should be used.

Identifying and Logging Important and Critical Information

1. Not all the information being given to you must be written in the log. You must be able to identify what is relevant and important and record that information. It needs to contain only facts: a fact is a thing that has actually happened or that is true.

2. The log must include all necessary information that may be required by others in the future.

Summary

1. We have been communicating our entire lives. It is a skill that we can improve upon with experience.

2. As a Security Officer, using the equipment correctly and in accordance with Saudi Aramco protocols is vital to the successful conduct of your duties.

Lesson 3.30 Regional Security Control Centers
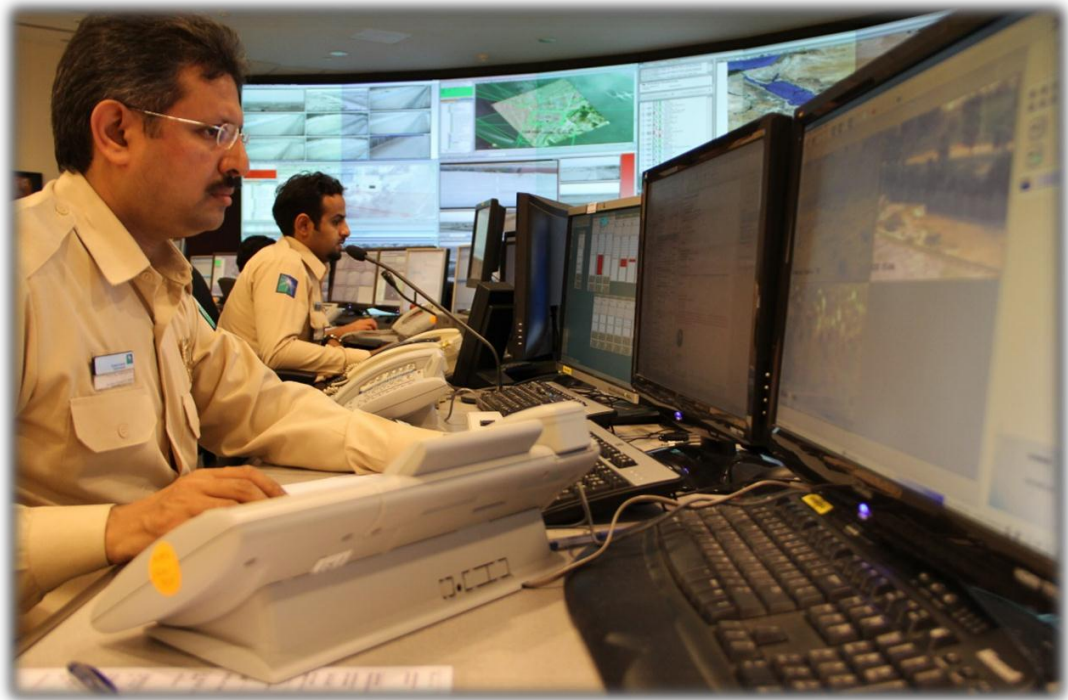
Regional Security Control Centers

Objective

The objective of this lesson is to introduce you to the role of the Regional Control Center (RSCC) and the interaction between the operator and Industrial Security Officer.

Learning Outcomes

By the end of this lesson, you will be able to:
- Know the role of the Security Control Center and the interaction between the operator and the industrial Security Officer.

Assessment Criteria:

Students will be evaluated on the following competencies:
- Describe the role of the Operator
- Describe incidents handled by the Control Center
- Identify the procedures within the Control Center
- Describe the interaction between the Control Center and other security agencies

Regional Security Control Center (RSCC)

1. The RSCC is the hub for Industrial Security Operations and all functioning activity.
2. It is the link between Security Operations and other agencies, both internal and external.
3. The RSCC is the first point of contact for all routine, emergency and disaster calls received through "110" or other incoming telephone or radio communications.
4. The RSCC controls all dispatching and the operational monitoring of physical security systems used for intrusion detection and assessment.
5. The Dhahran RSCC acts as a "Master Control" with access to all local Dhahran site sensors and camera feeds and the capability to act as a control for the other RSCCs as required.
6. RSCC operators and supervisors have control of the perimeter and long-range cameras for performing assessment. They can review recorded video for both alarm events and 24/7 recorded video.

Saudi Aramco: Confidential

RSCC Functions

The RSCC is responsible for local monitoring at security gates (LSG) and the Facility Security Forces (FSF). The local RSCC will control local sensors and cameras when communication is disrupted between the RSCC and the local site.

Each RSCC has a Command, Control and Intelligence System (C2I) with an integrated video wall display system to monitor and control designated sites (LRDAS, IDAS, and/or common sites).

The Dhahran RSCC C2I system is able to monitor and control other sites in real-time if required.

Five RSCCs are located at Dhahran, Ras Tanura, Abqaiq, Riyadh and Yanbu:

- Dhahran is the master RSCC.

- 13 Long Range Detection and Assessment Systems (LRDAS) sites.

- 3 Intrusion Detection and Assessment Systems (IDAS) sites.

- 14 combination LRDAS/IDAS sites (known as "Common" sites).

Role of the Operator

The duties of the RSCC Operator includes monitoring specified areas and maintaining communications with Saudi Aramco security operations. They are responsible for controlling incidents and coordinating emergency services. They are the link to a security operations response should an incident or emergency occur. Their duties include:

- Answering a number of calls (emergency and routine) simultaneously.
- Resolving problems and/or answer questions for non-emergencies.
- Monitoring the radio network.
- Monitoring the ISO activities on the SOWA system.
- Operating the two-way radio and multiple line telephone systems.
- Sending short message service (SMS) messages about sensitive/confidential matters using company email.
- Monitoring the Intruder Detection Assessment System (IDAS).
    - Testing all equipment when reporting for duty.

Before the Shift, the RSCC Operator will:

- Review the control center log on the SOWA system for any special orders.
- Ask the off-duty operator these questions:
    o What happened on the shift?

o Were there any emergencies?

o Is anyone dispatched to an incident scene?

o Is all equipment working properly?

o Are there any special tasks to be done?

Emergency Related Tasks

In an emergency, the Operator performs these tasks:

- Determines the types of assistance required for an incident.
- Dispatches the appropriate personnel and services to an incident scene.
- Implements disaster and emergency response plans.
- Coordinates emergency requests for help with other operators.
- Alters the threat level when instructed (Dhahran only).

Communications

1. **Emergency line – 110.** This is the Saudi Aramco emergency telephone line where most of the emergency messages are received and dispatched by the Security Control Center. This line is tested regularly. **110 is ONLY accessible using a landline!**

2. **Telephone Line – 113.** Any major incidents (such as fire, oil spill, bio-chemical threat, fire drill) are recorded by the RSCC on the 113 line.

3. **Radio** – In exceptional cases, the RSCC receives emergency messages through the two-channel radio. This is usually when a telephone line is not available at the emergency location.

4. In an emergency, the RSCC can be contacted:
   - Emergency line – **110 (using Saudi Aramco Landline ONLY)**
   - Telephone Line – **113**
   - Mobile phone and direct dial:

     Dhahran (Central) (13) 872-0110
     Ras Tanura (Northern) (13) 673-0110
     Riyadh (Central) (11) 285-0110
     Abqaiq (Southern) (13) 572-0110
     Jeddah (Western) (12) 427-0110

5. The operator will have a checklist to help the caller until help arrives on scene, such as a first aid checklist and special checklists for fires, plant disasters, chemical and pipeline incidents.

6. Basic information that the operator will require if an incident occurs:

- Location of the incident.
- Type or nature of incident.
- Any Injuries.
- Assistance required, (Fire, ambulance, police or other special units)
- Name, badge number, contact phone number of the reporting person.

Types of Critical Incident Handled through the RSCC

- Fire
- Bomb threat and suspect items
- Plant disasters
- Hazardous chemical leaks
- Pipeline rupture
- Robberies and holdups
- Death, suicide, or homicide
- Rape
- Fights or assaults
- Narcotics, liquor problems
- Motor vehicle collision—injury/non-injury
- Theft
- Blackout procedure

Warning Protocol

1. ISO uses the *Contact Report* format for warnings. This warning message alerts the RSCC that an incident has occurred or might occur. It provides the following information:

- A brief, accurate statement that an incident has happened.
- The essential facts about the incident.
- What you are doing about the incident, so the operator understands the extent of the emergency.

2. This is the Contact Report procedure:

- Give your call sign.
- State when the incident took place.
- State where the incident occurred.
- State the nature of the incident.
    - State what you are doing about the incident.

CONTACT Report	
Initial warning call to Base	*"Base from Alpha 21, contact, contact – wait out."*
1. Give your call-sign	*"Base from Alpha 21, contact."*
2. When did the incident occur?	*"Ten hundred hours fifteen"*
3. Where did the incident occur?	*"North Gate."*
4. What is the nature of the incident or attack?	*"Shots fired from a red mustang, year 05, now headed toward . No casualties."*
5. What are you doing about it?	*"Secured gates and observing. Over."*

Summary

1. The RSCC is the link between Security Operations and other agencies and the first point of contact for all routine, emergency and disaster calls.

2. The operator and the RSCC controls incidents and assists the security staff at all levels of operations.

Lesson 3.29 The Role of the K9 Special Search Unit

Role of the K9 Special Search Unit

Objective

The objective of this lesson is to introduce you the role of the K9 Special Search Unit and its role within Industrial Security Operations.

Learning Outcomes

By the end of this lesson, you will be able to:

- Understand the role of Special Search Unit K9.

Assessment Criteria:

Students will be evaluated on the following competencies:
- Respond to specific high risk bomb threats.
- Clearance sweeps of venues prior to VIP's arrival or areas considered of high risk.
- Determine proactive deterrent; i.e. stationed at security vehicle entry gates.
- Identify proactive search tool.

Special Search Unit K9 (K9)

The Special K9Search Lesson (K9) supports Saudi Aramco ISO by providing an effective explosive search capability. K9 responds to requests from Saudi Aramco ISO and outside government agencies/departments at various locations to perform searches for possible hidden explosives.

Origins

1. First explosive detection K9 teams commenced with Saudi Aramco in the Dhahran Area in 1989. Since 1989, additional K9 segments have been introduced. There are currently 10 established K9 segments at various Saudi Aramco facilities throughout the Kingdom, which provide a 24/7 K9 search functions.

2. These 10 K9 segments are divided into three geographical regions i.e., Eastern, Western and Central Region.

Eastern Region:	Dhahran, Tanajib, Udhailiyah, Juaymah and Abqaiq.
Western Region:	Jeddah, Yanbu and Jizan.
Central Region:	Khurais and Riyadh.

3. Additional K9 segments are planned to be introduced at new locations in the future.

K9 Role

1. To search and locate a variety of explosive odors the K9 has been trained to detect in a variety of situations. A K9 is capable of searching:
   - Vehicles
   - Building, interior and exterior
   - Open areas
   - Aircraft
   - Multi baggage items
   - Cargo

2. K9 is a search tool and should **NOT** be used to search single items or items that have already been located and believed suspicious or hazardous (explosive). This places the K9 Technician and K9 in a position of greater harm.

3. Single items, including suspect materials should be left for explosive experts from government agencies. It is not the job of the search dog teams to determine or confirm whether or not a suspect device contains explosives.

K9 Search Applications

- Respond to specific high risk bomb threats.
- Clearance sweeps of venues prior to arrival of VIP's or areas considered of high risk.
- Provides a visual proactive deterrent (example: K9 stationed at security vehicle entry gates).
- Proactive search tool.

K9 Technician Operational Search Duties

A K9 Search Technician is responsible for:
- Responding to search requests from ISO or outside Government Agencies/Departments.
- Watching the K9, for any changes of behavior or possible indications, when searching.
- Making sure the K9 searches all required areas during a search.
- Ensuring K9 is operationally ready.
- Maintaining the health and fitness of the K9.
- Undertaking regular ongoing Explosive Detection Training.

K9 Deployment Information

- The ISO Incident Commander is responsible for the command and control of the K9 at any incident and is also responsible for planning what areas are to be searched by the K9.

- ISO security officers should be at the location and manage the site where K9 is required to perform a K9 search.
- K9 Technicians are trained specialists and security officers should follow their advice.
- A K9 detection team should **not** be considered the complete search tool, when performing explosive searches.
- Once a K9 team has completed searching an area, it is best practice to have security officers conduct a manual physical search of the area.
- A K9 detection team should not be expected to perform impossible tasks.

K9 Technicians are **NOT** trained or equipped to:

- Move, open or dispose of suspect or hazardous items.
- Determine if a suspect item, is hazardous, or hostile if it contains explosives.
- Perform physical or manual hand searches of areas or items.
- Perform a technical analysis of items, to clear an item as being safe.

Training

1. Each K9 Technician and K9 undergo an initial 5 week "Basic K9 Training Course" where both the Technician and K9 undergo a variety of practical search scenarios and classroom learning activities. Throughout the course, both the K9 Technician and K9 are assessed on their abilities by K9 Trainers.

2. After completing the course, the K9 Technicians and K9 are required to partake in regular on the job explosive detection training activities, where the teams are constantly assessed by K9 Trainers to ensure that they remain operationally effective.

Capabilities

- Technology to this date has not been able to match the detection abilities of a properly trained and maintained K9.
- A K9 team is mobile and can be transported easily by vehicle or aircraft to various locations.
- K9 is capable of detecting the full spectrum of explosive odors.
- Able to search large areas quickly.

- The presence of a K9 team is a visual deterrent against possible terrorist attack.
- A K9 is trained to indicate at the source of an explosive odor.
- A properly trained and maintained detection K9 team represents the most cost-effective, mobile and accurate detection system available.

K9 Limitations

- A K9 is not 100% perfect and can make mistakes.
- K9 should not be expected to do the impossible.
- There is a danger of setting off trip wires or triggers.
- A K9's detection capability is reduced in extreme heat and cold temperatures, strong winds and difficult types of land.
- A K9 is unable to tell the type or amount of explosive or if it will detonate.
- Fatigue and boredom are common if overworked or exposed to the same search locations or situations for prolonged periods.
- Unexplained off days, due to illness, etc.

ISO Security Officer Instructions

Security Officers may at times be required to assist a K9 Technician. Security officers should:

- Not pet or touch the K9.
- Be OBSERVANT and the eyes and ears for the K9 Technician when a search is in progress.
- Stay behind and close to the K9 Technician; never go in front of the K9 Technician or K9.
- Never leave the K9 Technician.
- Stay quiet and do not distract the K9 by talking to the K9 Technician or moving around the search area.
- Keep a look out for any safety hazards.
- Record all areas that have been searched.
- Record all areas that have not been searched.
- Provide communications for the K9 Team.

Before a K9 Search

Before a K9 Technician commences a search with a K9, they require the following information:

- What are the exact area(s) that need to be searched? K9 teams should be utilized to search priority areas.
- Are cordons in place; is there a need for vehicular traffic to be stopped in the immediate area?
- Assessment of the threat, i.e. high risk, routine clearance.
- Any time limitations?
- Any safety issues that could harm or injure the K9 or K9 Technician?
- Are there any persons still in the area to be searched? All persons need to be removed from the immediate area.

- Are all areas easily accessible that have to be searched? Are doors unlocked?
- Has any search already been conducted?
- Is there adequate artificial lighting? For safety there needs to be adequate lighting in places of darkness.
- Are there any plans or diagrams of the areas to be searched?

Actions that Will Assist A K9 Search

- Rapid response and arrival to the areas.
- Good information and intelligence.
- The area to be searched is left undisturbed. A K9 should have first access to an area that is to be searched.
- No distractions.
- There is access to all areas that the K9 has to search.
- An understanding of the procedures that relate to K9 operations.

Indications

1. If a K9 provides an indication that it has located possible explosive odors, the K9 Technician will:
   - Immediately call back the K9 to the K9 Technician.
   - Leave the immediate area.
   - Report to ISO (RSCC) what is observed.
   - Report what it appears to be.
   - Report size, shape, color, etc.
   - Draw a diagram or plan of the location.

2. The K9 Technician is not to open, move, touch or undertake a technical analysis of the item or area. A second or third K9 is not to be used to confirm or disprove a previous initial indication from a K9.

Summary

It is important that you are aware of the capabilities of the Special Search Unit K9 to ensure they are utilized properly and that you assist them correctly in their duties.

Lesson 3.25 Basic Offshore Security Tasks

Basic Offshore Security Tasks

Objective

The objective of this lesson is to introduce to you the requirements of offshore security and provide you with an understanding of offshore security tasks.

Learning Outcomes

By the end of this lesson, you will be able to:

- Understand the required tasks of off shore security.

Assessment Criteria:

Students will be evaluated on the following competencies:
- Identify the duties of offshore security.
- Describe potential offshore security incidents.
- Identify potential threats, emergencies and disasters.

Offshore Security

1. If you are to be deployed to one of Saudi Aramco offshore facilities, you will attend the full offshore security course. However, it is important that as an APNE you are aware of security tasks that are associated with offshore security duties.

2. At Saudi Aramco, offshore refers to all company facilities located in the Arabian Gulf. This includes loading docks, gas-oil separation plants, and platforms (operated and unmanned).

3. Much of Saudi Aramco's oil and gas operations take place offshore in the Arabian Gulf. Currently in the Gulf, the company has more than 470 offshore installations (facilities) and more than 1,000 offshore producing wells.

4. Saudi Aramco's offshore area totals about 5,600 square miles. The area is divided into two zones. Each zone covers about 2800 square miles:

   - Zone I is the southern offshore sector, from just below Karan oil field to Ras Tanura. Headquarters are in the Ras Tanura Terminal.

   - Zone II is the northern offshore sector, from Safaniya/Tanajib to Karan oil field. Headquarters are in Safaniya/Tanajib.

The Offshore Security Operations Division (OSOD)

1. The Offshore Security Operations Division (OSOD) within Industrial Security Operations (ISO) patrols both offshore zones by boat.

2. The division has seven units that coordinate all offshore-related security operations:

    - Lesson 1: Ras Tanura Offshore Security Operations

    - Lesson 2: Ras Tanura Offshore Security Operations

    - Lesson 3: Ras Tanura Offshore Security Operations

    - Lesson 4: Ras Tanura Offshore Security Operations

    - Lesson 5: Safaniya/Manifa Offshore Security Operations

    - Lesson 6: Zuluf/Marjan Offshore Security Operations

    - Lesson 7: Barges Offshore Security Operations

Types of Offshore Facilities

1. Saudi Aramco offshore facilities, called installations, include moveable and permanent sites. There are five main types of offshore installations:

    -   Terminals

    -   Gas—oil separation plants (GOSP)

    -   Drilling rigs

    -   Well platforms

    -   Drilling barges

2. **Terminals ships** load crude oil or refined products at terminals. Each terminal has berths (docks for ships). Berths are places where a ship ties up and anchors during product loading, usually alongside a dock. A berth can handle ships of varying types and sizes.

3. **Gas-oil separation plants (GOSP)** are factories that separate gas and oil coming from wells beneath the sea floor. Saudi Aramco has both onshore and offshore GOSP.

4. **A drilling rig is a platform.** It supports the machinery and equipment needed to drill a well deep below the earth's surface for oil and gas extraction. Saudi Aramco uses company and contractor-owned drilling rigs for all oil and gas exploration and development operations, both onshore and offshore.

5. **Well Platforms.** When a large deposit of oil and/or gas is found, a permanent platform is built to hold the extraction equipment. These platforms are unmanned. Currently, there are over 350 unmanned installations in the Arabian Gulf.

6. **Drilling (Jack-up) Barges.** Saudi Aramco uses large, floating, self-propelled vessels, called jack-up barges, for maintenance operations on offshore installations. In the drilling industry, rig maintenance is called workover. Some of the barges are also used for pipeline, loading facility, and power cable repair work, and when replacing navigation piles (marker buoys).

Offshore Security Duties

1. As offshore security personnel, you will have a number of duties, assignments, and responsibilities such as:

    • **Fixed Guard Duty on an Installation**. Offshore installation fixed-guard and boat patrol assignments are seven-day assignments or hitches. (A hitch means a security officer remains on the installation or the vessel during his tour of duty or a specific period of time.

    • **Boat Patrol**. Security boats accommodate up to four security personnel. The boats come into port every seven days to refuel, take on supplies, and pick up crew.

    • **Helicopter (Rotary Wing) Patrol**. Rotary wing patrols are performed once a day in Zone I and three times a week in Zone II. Rotary wing patrols for Zone.

2. When guarding an installation or patrolling an offshore area, there are nine basic incidents that you must report:

    1. Unauthorized sea or aircraft within the installation area.

    2. Unauthorized personnel on manned or unmanned installations.

    3. Any disaster, emergency, or other crisis.

    4. Oil spills.

    5. Hazards resulting from loading or unloading ships.

    6. Buoy lights or other navigational aids that do not work.

    7. Contamination or pollution hazards.

    8. Suspicious free-floating items or material.

    9. Unidentified items that appear to be explosives (mines).

ID Cards

While on guard duty, always check identification cards and/or credentials for all persons arriving at an installation

- All offshore workers have a plant authorization to access to certain restricted areas

Personal Protective Equipment (PPE)

1. All company employees, including security officers, use special safety gear when working offshore.

2. At a minimum, all Saudi Aramco personnel working offshore are required to wear the following PPE:

    - Safety helmet (hardhat).

    - Safety shoes or boots.

    - Depending on work conditions, safety gloves, safety glasses, and noise protection (earplugs or earmuffs) may also be required.

Personal Flotation Device (PFD)

1. A personal flotation device (PFD) is a generic term for any personal device used to prevent drowning, while working on, over, or near water. Working over water may be either offshore or on a site connected to the shore. PFD examples include the following:
   - Life buoys
   - Life rings (also called life preservers)
   - Ring life buoys
   - Work vests
   - Life vests (jackets)

2. A PFD is worn by all company and contractor employees when they are exposed to a drowning hazard, such as:
   - When transported by a man basket to an offshore installation or to a boat.
   - While being lowered to the water in a life raft, lifeboat, survival craft, rescue craft, or inspection boat.
   - During a helicopter flight over water or when advised by a fixed-wing aircraft pilot to do so.
   - While on an unmanned offshore facility.
   - When an alarm sounds to abandon ship, rig, or platform.
   - During fire and emergency drills on any marine vessel, offshore facility, or installation over water.
   - While transferring to or from a marine vessel.
   - While riding in an open or semi-open marine vessel.
   - While operating any marine vessel, with no other crewmember.
   - While manually loading or unloading any marine vessel.
   - When ordered by the boat/ship captain, supervisor, or person in charge of the marine vessel, installation, or work site.

Emergency Drill on SAR 201 The photograph shows two employees wearing life jackets (vests) and escape-size Scott. Air-Paks inside the survival capsule. The small-size escape Scott Air-Pak is visible next to the employee on the right.

Self-Contained Breathing Apparatus (SCBA)

The most common SCBA used at Saudi Aramco industrial sites is the Scott Air-Pak. Offshore installations have rescue and escape SCBAs for all personnel. Rescue SCBAs provide about 30 minutes of air. Escape SCBAs provide about 5 minutes of air.

- The company provides personal flotation devices (PFD).

- In addition, all personnel working on offshore installations must know how to use a *self-contained breathing apparatus (SCBA)*.

- SCBAs supply air in toxic or oxygen deficient areas.

Transportation

1. There are two modes of transportation to offshore work sites, aircraft and sea craft. When boarding, riding, and leaving an aircraft or sea craft, all passengers must follow safety rules to avoid accidents. When you are on offshore assignments, you must follow *and* enforce all safety regulations for offshore travel.

2. These regulations will be covered in detail when you are assigned to offshore duties and you attend the full offshore course.

Offshore Duties

1. As a Saudi Aramco Security Officer on offshore duty, your role as protector of the company's employees and property is very important. Access to offshore installations is restricted to authorized personnel only. These areas are potentially vulnerable.

2. A Security Officer must be especially alert to protect installations against acts of sabotage, fires, chemical accidents, or other major interruptions. He must know how to operate and maintain observation equipment routinely used offshore. He must also know how to operate and maintain specialized safety equipment that may save his life.

3. As an Offshore Security Officer, you will be expected to:
   - Perform gate guard duties.
   - Perform foot patrol duties.
   - Operate and maintain binoculars.
   - Operate and maintain a searchlight.
   - Operate and inspect a Scott Air-Pak.

Offshore Gate Duties

1. Saudi Aramco offshore installations are considered restricted areas and only authorized personnel are allowed access. Offshore Post Orders state the following:
    - All persons coming onto offshore installations must sign in.
    - All persons leaving offshore installations must sign out.
    - There are no exceptions to this order

2. When performing gate duties, always:
    - Check the identification of every individual arriving by helicopter or crew boat (check ID picture with the person).
    - Check the restricted area authorization code (each restricted area has a unique access code that appears on the back of the ID card).
    - Record information about all employees and/or visitors at the work site.
    - Check visitor credentials for the appropriate visitor pass (temporary visit request).
    - Check all employees and visitors for appropriate PPE (hard hats and safety shoes are required for offshore installations).
    - Ask any person carrying a camera for a special permit that allows photography at the facility (photography is forbidden, except by special permission).
    - Contact the installation or section supervisor to arrange visitor escorts as required (visitors must have an escort at all times).

Visitor Log Requirements

1. Each offshore installation maintains information about all employees and/or visitors on the work site in the Visitor Management System (VMS).

2. The VMS logs visits and temporary access to Saudi Aramco facilities on a daily basis and on every shift.

3. It allows you to identify quickly everyone on the installation at all times. Both offshore outer and inner gate areas use VMS.

4. Outer gate areas include all offshore installations in Safaniya. For outer gate areas, Security Officers shall:
    - Check every person's ID card and temporary visit request against the Aviation or Marine Department passenger manifest.
    - Complete the information in the VMS.
    - Verify the completed entry for accuracy and completeness.

5. For offshore outer gate areas, the completed visitor log is used as follows:
    - Catering uses the information to determine the total number of individuals to feed at each meal
    - Emergency staff uses the information to assign individuals to evacuation assembly areas (Each person receives a numbered coin that identifies his assigned survival capsule).
    - Security uses the visitor log information as a reference if an incident occurs that day.

Offshore Inner Gate Area Tasks

Offshore inner gate areas include the RT Sea Islands and Ju'aymah Offshore Platform (SPM Mooring) and Offshore Facility (Trestle). For these areas, Security Officers shall:

- Check every person's identification documents and visitor's pass request.
- Validate visitor's information in the VMS.
- Complete visitor's check in and out procedures in the VMS.

Patrolling Special Areas

During a foot patrol, always give special attention to areas where people come aboard or access-controlled areas on the installation. These areas include:

- Gates.
- Boat landing platforms.
- Helicopter landing pads.
- Ladders alongside the installation.
- Special storage areas.

The table highlights what a Security Officer must do before, during, and after conducting a foot patrol offshore.

BEFORE FOOT PATROL
Assemble all equipment.
Check the telephone and radio for a proper communication link.
Study the posted emergency and evacuation plans—in case you need to make a quick exit.
DURING FOOT PATROL ALWAYS WATCH AND REPORT:
Unauthorized boats or aircraft in the area.
Suspicious items floating in the sea.
Unauthorized pictures being taken.
Hazardous work activities or conditions that may start fires, cause chemical accidents, and/or cause injuries.
Use vision enhancements to check overboard. This includes using searchlights on night duty and binoculars during the day.
Check often the areas where close inspections are required.
Enforce all safety rules and regulations (especially no smoking except where permitted).
Lock and keep locked all controlled areas when not in use.
Prevent acts of sabotage, theft, or misuse of equipment.
Use the Guard Tour System data collector.
AFTER FOOT PATROL
Note any situations that could potentially pose problems and place all equipment in its proper place.

Reporting Activities and Conditions

Security Officers shall follow these guidelines for reporting hazardous conditions and suspicious activities:

1. **Hazardous Work Conditions**
   - If any hazardous work conditions or activities are found:
     - Notify the installation supervisor immediately.
     - Write the required incident reports, promptly.
     - Notify the security shift supervisor.

2. **Suspicious Activities/Serious Incidents**
   - Notify the security supervisor and the Offshore Security Operations Division dispatcher immediately if there are any:
     - Unusual or suspicious floating items near the installation.
     - Unauthorized boats or aircraft within sight distance of the installation.
     - Serious incidents that occur onboard the installation.

Equipment

1. Offshore Security Officers are required to operate and maintain certain specialist equipment, including:
   - Night vision binoculars in addition to day or regular binoculars.
   - Manually operated searchlights.
   - Scott Air-Pak.

2. Every offshore Security Officer must have binoculars. These devices bring distant objects into closer view for a more detailed inspection.

3. Night vision binoculars are in addition to day or regular binoculars. Night vision binoculars allow you to see in low light conditions. They have the ability to detect infrared or low energy and provide a visible image.

4. Searchlights are manually operated. They are mounted on a swivel so they can rotate in different directions (Side to side; up and down). They are part of the protective lighting system on all offshore installations.

5. There are always hydrocarbon vapors (gases) in crude oil that come directly from the well and also in crude oil processing. Sometimes gas levels exceed safe limits. When this happens, all employees must use a self-contained breathing apparatus (SCBA). The SCBA provides clean air to breathe.

6. Saudi Aramco requires all employees (including security personnel) who work in areas where SCBAs are permanently located to be trained to use this safety equipment. Knowing how to use a SCBA may save your life and the lives of others. When you arrive at an installation, learn the locations of all safety equipment, especially SCBAs. The SCBA used at most company facilities is the Scott Air-Pak.
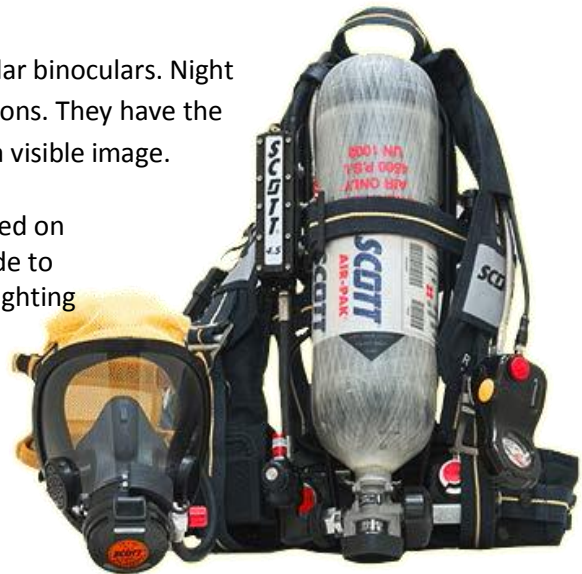
Recognizing Types of Sea Craft

1. As a Security Officer, your duty at an offshore installation is to guard the facility. To perform your duty effectively, you must observe what is going on around you at all times. When you observe something suspicious, report it immediately.

2. There are many types of seafaring vessels that cruise the Arabian Gulf. They pass by many offshore installations and dock at some of them. They pick up oil products and/or deliver goods. You must recognize the types of

vessels that pass by your location. You must also know which vessels are allowed to dock at the installation, and which vessels are forbidden to enter the one mile safety zone around the installations.

3. The Post Orders includes a list of unauthorized sea crafts. Any unauthorized sea craft must be reported to the RSCC and the Offshore Security Operations Division (OSOD) at once. Some of these same responsibilities apply to security men assigned to boat patrol duties.

Recognizing Foreign Flags

1. Offshore Security Officers will be trained to identify foreign flags. Each offshore installation has a flag chart so that you want have to memorize each one.

2. Arabian Gulf Maritime Law requires ships operating in the Gulf region to display the flag of the country where they are registered. While in Saudi Arabian waters, these ships are also required to display the Saudi Arabian flag above that of country of registry.

3. Ships doing business with Saudi Arabia display the Saudi flag above the flag of their country of registry.
    - The chart allows a Security Officer to quickly find the flag he sees flying from a ship's masthead.
    - The flags of many countries that do business with Saudi Arabia appear at the end of this lesson.
    - Remember, Post Orders are updated often with information about authorized and unauthorized vessels.

Reporting Unauthorized Sea Craft

1. If an unauthorized sea craft is within the one-mile safety zone around installations, it is committing an illegal entry and you must take the following actions:

    - Report your observation to the RSCC and then to your immediate supervisor using the appropriate reporting code for the emergency radio frequency.
    - Report only sea craft that clearly do not belong in the class authorized to dock at offshore installations.
    - Report other sea craft that you do not recognize or that have aroused your suspicion

2. Notify the installation supervisor after contacting the RSCC.

Note: The reporting code for the emergency radio frequency code changes often.

Handling Unauthorized Personnel or Unauthorized Acts

When handling unauthorized personnel on an offshore installation or, when someone commits an unauthorized act on an installation:

- o Hold anyone who does not have these credentials: a valid ID, an approved Visitor Pass, a special permit for photography.
- o Hold anyone who commits an unauthorized act on the installation. Notify your supervisor and installation supervisor that you are holding such a person.
- o Seize and hold all unauthorized photography equipment.
- o Seize and hold any other items used to commit the unauthorized act.
- o Give the equipment and/or other items to your supervisor.
- o Follow your supervisor's instructions about guarding the individual. (The person is to remain with you at all times until leaving the installation).
- o Follow your supervisor's instructions for escorting the person to the boat (or helicopter) that will take him ashore.
- o At the time of the person's departure, write the required incident reports as soon as possible.

Guard the Helipad

Security Officers shall guard helipads as part of the offshore role. For any unauthorized personnel on an offshore installation or when someone commits an unauthorized act, you shall do the following:

- Hold anyone who does not have these credentials:
  - o Valid ID
  - o Visitor Pass
  - o Special permit for photography.
- Hold anyone who commits an unauthorized act on the installation. Notify your supervisor and the installation supervisor that you are holding such a person.
- Arrangements must be made to remove the person from the installation.
- Seize and hold all unauthorized photography equipment.
- Seize and hold any other items used to commit the unauthorized act.
- Give the equipment and/or other items to your supervisor.

- Follow your supervisor's instructions about guarding the individual.
- At the time of departure, follow your supervisor's instructions for escorting the individual to the helicopter. (You may have to watch him board and remain near the helipad until the aircraft takes off).
- As soon as possible, write the required incident reports.
- You may have to escort unauthorized personnel to the helipad for the flight to shore.
- He will remain near the helipad until the helicopter leaves the area.

Perform Boat Patrol Duties

1. For boat patrol assignments, you spend seven days at sea, onboard a specially equipped security boat. The boat comes into port at the end of the shift to load supplies and pick up a new crew. At the end of your tour of duty, you have three or four days' rest.

2. Security boats leave from either Ras Tanura or Safaniya. The patrol route is limited to either Zone I or Zone II (one-half of the total patrol area that spans 5600 square miles), and includes Saudi Aramco offshore oilfields and Gulf coastal areas.

3. Saudi Aramco offshore security boats are designed to patrol all the offshore oil fields, while providing accommodation for up to four security personnel.

4. The boats have a maximum speed of 40 knots. They have navigation, radio communication equipment, and life-saving equipment. Navigation equipment includes long-range binoculars, long-distance searchlights, and night vision digital cameras.

5. The Offshore Security Operations Division (OSOD) uses helicopters and patrol boats to guard offshore installations. A Security Officer may be assigned to either one for patrol duty.

6. The main objective is the same - to guard and protect the assigned area. All suspicious activities or objects must be reported to the OSOD.

7. Each boat has a small speedboat for inshore waters. The boats can operate on a 24-hour basis. These are the main duties of a Security Officer on boat patrol:
   - Look for any unusual occurrences.
   - Report any unusual observation.
   - Check all persons on unmanned installation.
   - Respond to all emergencies on installations, as requested.
   - Render assistance as requested by the Captain.

Reporting Offshore Observations

1. Report the following observations immediately:
   - All unidentified sea craft.
   - All unidentified aircraft.
   - All military activities.
   - All suspicious objects in the water.
   - All fire or safety hazards.
   - All navigational hazards to shipping.
   - All damaged or non-working buoys.

2. Include this information in the report:
    *   Type and size of object, aircraft, or vessel.
    *   All markings, flags, or numbers.
    *   Direction coming from.
    *   Direction heading to.
    *   Time of day or night.
    *   Type of load or equipment (on vessel).
    *   Identity and number of crew (on vessel).

Summary

1. You now have awareness of the important role that Industrial Security Officers have in the offshore environment.

2. If you are to be deployed to one of Saudi Aramco's offshore facilities, you will attend the full offshore security course prior to assignment.

END OF PUBLICATION